

Automatic reply: Hotel security briefing

From: "Finn Romanes (DHHS)" <REDACTED >
To: "Braedan Hogan (DHHS)" <REDACTED >
Date: Sat, 28 Mar 2020 18:16:07 +1100

Due to a high volume of emails, I may be unable to read your message.

I am out of the office and returning Monday 30 March at 8am.

If the matter is urgent please contact the Public Health Commander for COVID-19 emergency, who is REDACTED on Saturday 28 March (REDACTED) or Dr Simon Crouch on Sunday 29 March (REDACTED).

Thank you.

Dr Finn Romanes

Public Health Physician

Confirmation of phone call

From: [REDACTED] (DJPR)" <[REDACTED]>
 To: "Braedan Hogan (DHHS)" <[REDACTED]>
 Cc: [REDACTED] <[REDACTED]>, [REDACTED] <[REDACTED]>, [REDACTED] <[REDACTED]>
 Date: Sat, 28 Mar 2020 22:19:20 +1100

Hi Braedan

Confirming a room for the nurse will be arranged, the contact person for coordinating hospital arrival is Gonul [REDACTED] and she will coordinate on the ground with DHHS

Confirming you will provide us with a phone number for the nurse but that this will be accessed through the call centre, also that if the call centre has any concerns in relation to someone's wellbeing they will be able to call the nurse and raise their concerns

Confirming Red Cross will be doing inbound wellbeing calls so the call centre will focus on the outbound and coordination tasks – red cross will refer them to the call centre for basic needs

You will work with us over the next few days to look at options for managing the health aspect (telehealth or other) as more hotels come online – [REDACTED] from [REDACTED] can also assist

Confirming that on arrival we will be collecting critical information on the wellbeing of passengers include allergies etc and that we will arrange scripts etc for EpiPen's and other critical health requirements

Thanks

[REDACTED]
[REDACTED]

[REDACTED]

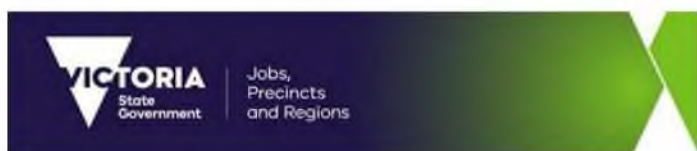
Executive Director | Transformation and Performance | Rural and Regional Victoria

Department of Jobs, Precincts and Regions

33 Breed St Traralgon 3844

[REDACTED]

djpr.vic.gov.au



[Linkedin](#) | [Youtube](#) | [Twitter](#)



We acknowledge the traditional Aboriginal owners of country throughout Victoria, their ongoing connection to this land and we pay our respects to their culture and their Elders past, present and future.

Government of Victoria, Victoria, Australia.

This email, and any attachments, may contain privileged and confidential information. If you are not the intended recipient, you may not distribute or reproduce this e-mail or the attachments. If you have received this message in error, please notify us by return email.

draft nursing fact sheet

From: "REDACTED (DHHS)" <REDACTED >
To: "Braedan Hogan (DHHS)" <REDACTED >
Date: Sat, 28 Mar 2020 21:17:25 +1100
Attachments: NURSING FACTSHEET.docx (27.96 kB)

I have highlighted some areas that need further information. Hopefully the team can finish first thing in the morning

REDACTED

Manager Business & Services Continuity
Emergency Management Branch
Department of Health & Human Services
50 Lonsdale Street, Melbourne

REDACTED | w. www.dhhs.vic.gov.au

NURSING FACTSHEET

Thank you for assisting the Department of Health and Human Services response to COVID19.

A department representative will be available onsite to answer any questions you may have. If unable to locate them please contact **Michael Mefflin, Director Emergency Management & Health Protection on REDACTED** Confirm Michael aware of this or prefers RDO arrangements

The hotel has provided you with a room while you are here. Please enquire with the concierge the arrangements.

A Field Emergency Management Officer (FEMO) will also be in attendance on Sunday. The department representative will provide you with contact details.

The following information has been prepared to assist you with screening the returning Australians and our department representative can assist you if further information is required.

On arrival

People arriving from international destinations will undergo temperature screening at the airport to assess if they are febrile.

- If febrile i.e. temperature >37.8, they will be managed by the biosecurity team and referred for medical assessment at a health clinic
- If afebrile they will be transferred to hotel accommodation

Transit to accommodation

Passengers will be asked to fill out a questionnaire to determine:

- Safety concerns
- Care requirements
- Health and wellbeing
- Cultural requirements
- Other

At the hotel

Passengers will be greeted by the concierge staff and checked into their rooms.

The concierge will collect the questionnaire during the check in process and will confirm if they have immediate needs.

Triaging

Once the forms have been provided to you, confirm those that have identified they have immediate needs.

Those identifying they have an immediate health requirement are to be processed by the registered nurse.

Those identifying they have any other immediate requirements are to be processed by the Department of Health and Human Services representative.

Sunday 29 & Monday 30:

A Field Emergency Management Officer (FEMO) will be onsite Sunday to assist with any immediate health requirements and has pre-existing arrangements in place with Ambulance Victoria if needed.

Passengers identifying immediate needs will require phone call follow ups and assessment.

A health assessment form has been developed to assist you with this and to provide a health summary for the medical officer.

Available Equipment:

Personal Protective Equipment is located XXXXXXXXXXXX

Thermometer? Consideration will need to be given to what other equipment provided as will be difficult to clean items e.g. blood pressure monitoring

Medical Records:

All interactions with passengers will require documentation detailing reason for consultation request, assessment, treatment or referral process.

Privacy **must** be maintained.

A report tabling daily activities will be provided to the nominated DHHS representative at XXXXXX each day.

Confirm reporting process

FW: FOR APPROVAL - DHHS Physical Distancing and Public Health Compliance and Enforcement Plan - 4 March 2020

From: "Sandy Austin (DHHS)" <[REDACTED]>
To: "Andrea Spiteri (DHHS)" <[REDACTED]>
Cc: "StateEmergencyManagementCentre SEMC (DHHS)" <semc@health.vic.gov.au>
Date: Fri, 10 Apr 2020 08:26:34 +1000
Attachments: COVID-19 DHHS Physical Distancing and Public Health Compliance and Enforcement Plan - Draft 4 March 2020.DOCX (321.12 kB)

This is the only draft I have

Regards,

Sandy Austin
 Director, Emergency Management and Health Protection
 Lead Director for COVID-19 Directions and Physical Distancing Cells
 Department of Health and Human Services

[REDACTED]



The Department of Health and Human Services respectfully acknowledges the Traditional Owners of Country throughout Victoria and pays its respect to the ongoing living cultures of Aboriginal peoples.

From: Finn Romanes (DHHS) <[REDACTED]>
Sent: Friday, 3 April 2020 6:03 PM
To: Annaliese Van Diemen (DHHS) <[REDACTED]>; Brett Sutton (DHHS) <[REDACTED]>
Cc: Meena Naidu (DHHS) <[REDACTED]>; Merrin Bamert (DHHS) <[REDACTED]>; Sandy Austin (DHHS) <[REDACTED]>; Andrea Spiteri (DHHS) <[REDACTED]>; Kym Arthur (DHHS) <[REDACTED]>; [REDACTED] (DPC) <[REDACTED]>; Pam Williams (DHHS) <[REDACTED]>; Noel Cleaves (DHHS) <[REDACTED]>; Melody Bush (DHHS) <[REDACTED]>; Michael Mefflin (DHHS) <[REDACTED]>; [REDACTED] (DHHS) <[REDACTED]>; Clare Looker (DHHS) <[REDACTED]>; Simon Crouch (DHHS) <[REDACTED]>; [REDACTED] (DHHS) <[REDACTED]>; Katherine Ong (DHHS) <[REDACTED]>; Bruce Bolam (DHHS) <[REDACTED]>; Kira Leeb (DHHS) <[REDACTED]>; Charles Alpren (DHHS) <[REDACTED]>; Ed Byrden (DHHS) <[REDACTED]>; [REDACTED] (DHHS) <[REDACTED]>
Subject: FOR APPROVAL - DHHS Physical Distancing and Public Health Compliance and Enforcement Plan - 4 March 2020
Importance: High

Dear Annaliese and Brett

Please find attached the draft Plan for Approval.

Not every aspect of the operational and compliance arrangements for mandatory quarantine are complete, but I commend this plan as an interim formal statement of policy, process and procedure in order that it is all in one place, to guide this complex societal and public health intervention package.

Rather than put this document formally to a further large group for review, I have consulted widely and commend the attached.

There will be many opportunities to tweak aspects over the coming days.

I'm sure we can work again on many aspects, and there will be more changes to Directions and approach required.

Finn

Dr Finn Romanes
Deputy Public Health Commander - Planning
Novel Coronavirus Public Health Emergency

REDACTED

Department of Health and Human Services
State Government of Victoria

COVID-19 – DHHS Physical Distancing and Public Health Compliance and Enforcement Plan

Confidential and internal draft plan

4 April 2020 – 17:00

Contents

Background	3
Purpose	3
Scope	3
Authorising environment.....	3
Chief Health Officer and Deputy Chief Health Officer.....	3
Emergency Management Commissioner and State Controller.....	3
National Cabinet	3
Victoria Police	3
Governance of physical distancing policy within the DIMT.....	4
Policy on control measures for physical distancing.....	4
AHPPC recommendations to National Cabinet	4
National requirements from National Cabinet.....	4
Legal directions under emergency powers in Victoria	4
Announced stages of restrictions in Victoria.....	7
Policy development and decision-making.....	9
Evidence for physical distancing policies.....	9
International and national comparisons	9
Evaluation of physical distancing policies.....	9
Next steps for physical distancing interventions	10
Compliance and enforcement for physical distancing	11
Purpose of this section	11
Scope of compliance and enforcement	11
Chain of command for enforcement and compliance	11
Strategy for compliance and enforcement	11
Data management to support compliance and enforcement.....	14
Management of advice and exemption requests not relating to mandatory quarantine	14
Protocols for investigating and managing potential breaches of Directions	16
Reporting and evaluation of compliance and enforcement.....	16
Plan for people returning from overseas to Victoria	17
Background to the mandatory quarantine (detention) intervention.....	17
Governance and oversight of the mandatory quarantine (detention) intervention.....	17
Enforcement and Compliance Command for Mandatory Quarantine.....	18
Occupational health and safety for Authorised Officers.....	26

Logistics for Mandatory Quarantine	27
Health and welfare for Mandatory Quarantine	27
Reporting and evaluation on mandatory quarantine	35
Communication and education	36
Appendix 1 - Standard emails and letter advice for compliance and enforcement	37
Airport arrivals	37
Mass gatherings	37
Appendix 2 – Evidence on physical distancing interventions for reducing impact of COVID-19	39
Introduction	39
1. Epidemiological features of COVID-19 that impact the effectiveness of physical distancing measures	39
2. Modelling studies evaluating potential impact of physical distancing interventions for COVID-19	40
3. Evidence on physical distancing measures for pandemic influenza	42
References	43
Appendix 3 – Physical distancing international comparison	47
Appendix 4 – Hotel Isolation Medical Screening Form	48
Appendix 5 – Welfare Survey	51
Appendix 6 – Scripts for physical distancing call centre	56
Appendix 7 – Direction and detention notice – Solo Children	57
Appendix 8 – Guidelines for Authorised Officers (Unaccompanied Minors)	59
Appendix 9 – Authorised Officer Occupational Health and Safety	63

Background

In Victoria, the term 'physical distancing' will be used, in preference to the term 'social distancing'.

A recent summary of the value of social distancing in relation to the COVID-19 emergency was given as:

“Social distancing is one of the key measures currently being utilised to contribute to Australia’s ability to severely limit transmission of COVID-19. This reduces the burden of disease in the community, and importantly, will ensure healthcare capacity is not overwhelmed at any given time. The health sector must continue to undertake its core functions, as well as maintain the capacity to support those with COVID-19 who require more intensive care.

The overarching goal of our recommendations is to slow the spread of the virus and flatten the epidemic curve. We all have both a community and individual responsibility to maintain social distancing and minimise interactions in order to protect the people we love. The aim is a population response, to reduce transmission to protect vulnerable populations.”

Purpose

This plan intends to:

- Provide clarity to all parts of the Department of Health and Human Services' (the department's) physical distancing response to coronavirus disease 2019 (COVID-19);
- Describe the strategy and protocols for the physical distancing response;
- Describe the compliance and enforcement policy for all directions, including mandatory detention policy;
- Inform internal and external communications collateral around physical distancing.

Scope

In scope for this policy are:

- Physical distancing interventions in Victoria;
- Quarantine and isolation interventions in Victoria implemented for any reason.

Authorising environment

Chief Health Officer and Deputy Chief Health Officer

Under a state of emergency declared by the Victorian Government, the Chief Health Officer and Deputy Chief Health Officer have exercised powers to make a range of Directions that reflect physical distancing controls in Victoria, as described in Annexes to this plan.

Emergency Management Commissioner and State Controller

State Controller (Class 2) is appointed to coordinate the overall response, working within the emergency management arrangements.

National Cabinet

National Cabinet for COVID-19 has released statements of policy on social distancing (physical distancing). These are reported to have been based on advice from the Australian Health Protection Principal Committee (AHPPC). The AHPPC releases its advice in statements which are published online.

Victoria Police

Advice has been sought from Legal Services as to the role of Victoria Police. As of 31 March 2020, Victoria Police will undertake a greater role in managing compliance in the community including issuing of infringement notices. As a result, the role of DHHS authorised officers in specific support to Victoria Police around compliance checks will

reduce as Victoria Police have a range of powers considered sufficient to investigate, including to issue infringements and fines.

Governance of physical distancing policy within the DIMT

A Physical Distancing Cell will be chaired by the Deputy Public Health Commander – Planning, on behalf of the Deputy Chief Health Officer (Public Health Commander). This will include:

- a communications lead;
- an enforcement and compliance lead, and
- an evidence and policy lead.

Policy on control measures for physical distancing

AHPPC recommendations to National Cabinet

Statements by AHPPC

The Australian Health Protection Principal Committee (AHPPC) have made a number of statements on the matter of physical distancing (social distancing). These are available at TRIM location HHSF/20/7891, and on the web at <https://www.health.gov.au/news/latest-statement-from-the-australian-health-protection-principal-committee-ahppc-on-coronavirus-covid-19-0>

The most recent AHPPC statement was 30 March 2020.

National requirements from National Cabinet

The National Cabinet has made announcements through the Prime Minister, including a statement relating to social distancing on 24 March and as recently as 30 March 2020.

Legal directions under emergency powers in Victoria

Directions work within legal services

A team within the department's Legal Services Branch has been established, including order to draft Directions under the state of emergency, for the Chief Health Officer and Deputy Chief Health Officer. The Legal Services Branch is not available to provide third party legal advice on Directions and their compliance or otherwise.

Process for creating Directions

The process involves a number of steps, some of which are iterative as the policy underlying the Direction is developed.

These steps include – but are not limited to –

- Policy area develops a need for a Direction under the state of emergency;
- Legal services commence work to create instructions;
- Secretary finalises required directions content to Legal Services;
- Legal Services instructs parliamentary counsel to draft instructions;
- Final check undertaken with Chief Health Officer or Deputy Chief Health Officer;
- Direction is signed;
- Direction is published on the webpage;
- A communications approach is initiated, including a press release and frequently asked questions.

Critical step in creation of Directions

The Deputy Chief Health Officer has identified a minimum requirement for an evidence-informed policy rationale to be recorded prior to the issuing of directions, and that this evidence-informed rationale extends beyond the general observation of a state of emergency having been declared. Such a short evidence summary could be produced by the Intelligence function.

Directions

At the current time, Directions and detention orders are generally signed by Dr Annaliese van Diemen (Deputy Chief Health Officer) as authorised by the Chief Health Officer.

Consideration is being given to expanding the list of authorised officers who can sign directions to include other Senior Medical Advisors within the response who are Authorised Officers.

List of Directions

The following directions are displayed on the department's website at <https://www.dhhs.vic.gov.au/state-emergency> and were made by the Deputy Chief Health Officer or Chief Health Officer:

- *Direction on airport arrivals (Annex 1) – 18 March 2020 (revoked 30 March 2020 - still displayed for reference);*
- *Direction on cruise ships docking (Annex 2) – 19 March 2020 (revoked 30 March 2020 - still displayed for reference);*
- Direction on aged care (Annex 4) – 21 March 2020;
- Direction on hospital visitors (Annex 6) – 23 March 2020;
- Direction on isolation (diagnosis) – 25 March 2020;
- Direction on revocation of airport arrivals and cruise ship directions – 28 March 2020;
- Direction on detention notice – Undated (first posted 28 March 2020);
- Direction on stay at home – 30 March 2020;
- Direction on restricted activity – 30 March 2020.

Summary of legally required actions in Victoria with a focus on physical distancing

The Directions in place are available online, and at the TRIM location HHSF/20/7901.

The summary of the key requirements in all seven active directions, across four themes, is below (linking to the Direction itself for more detail).

Directions on visitors to aged care facilities – 21 March 2020

- Prevents entering or visiting aged care facilities unless goods and services are necessary, and if the person meets criteria for a suspected case or is ill or is not up to date with vaccination or is under 16;
- Some exemptions including employee, care and support, end of life visit.

Directions on hospital visitors – 23 March 2020

- Prohibits non-essential visits to hospitals, including for categories of patients, workers and visitors;
- Exceptions include patients. Exemptions can be granted.
- Prohibits non-essential business operation from noon on 23 March 2020, including for pubs, hotels, gyms,

Directions on isolation – 25 March 2020

- Prohibits movement out of isolation until a person is no longer required to be in isolation by DHHS but allows a person not in their home to go directly there after diagnosis.

Direction – detention notice – 27 March 2020

- Orders the detention of all persons who arrive into Victoria from overseas on or after midnight on 28 March 2020, requiring they be detained in a specified room in a hotel, with only limited reasons wherein leaving the room can be allowed.

Direction on stay at home – 30 March 2020

- Restricts the way by which people can leave their home making an effective requirement to stay at home except in certain circumstances, restricts gatherings to two people in most instances with some exceptions.

Direction on restricted activity – 30 March 2020.

- Expands restrictions on certain businesses and undertakings put in place as part of non-essential activities restrictions, for example to include playgrounds.

Directions that have been revoked

The following Directions have been issued but have been revoked. Information is included for reference.

Direction on airport arrivals -18 March 2020

- *Anyone who arrives at an airport in Victoria on a flight that originated from a place outside Australia, or on a connecting flight from a flight that originated from a place outside Australia must self-quarantine for 14 days after arrival, if arrived after 5pm on 18 March 2020;*
- *Sets rules on being in quarantine – cannot leave home except in an emergency and cannot allow people to enter unless they live there.*

Directions on cruise ship docking – 19 March 2020

- *Anyone who disembarks at a port in Victoria from an international cruise ship or an Australian cruise ship (which is on a voyage from a port outside Australian territory) must self-quarantine for 14 days after arrival.*
- *Allows for some exceptions (goes interstate directly, or to hospital).*

Directions on mass gatherings – 21 March 2020

- *Non-essential mass gatherings are prohibited (not allowed to be organised, allowed or attended). A mass gathering means:*
 - *A gathering of five hundred or more persons in a single undivided outdoor space at the same time;*
 - *A gathering of one hundred (100) or more persons in a single undivided indoor space at the same time.*
- *In addition, the total number of persons present in the indoor space at the same time does not exceed the number calculated by dividing the total area (measured in square metres) of the indoor space by 4, meaning a limit of one person per four square metres (2x2m).*
- *Many specified exemptions, including for some forms of transport, schools, prisons, Parliament or where CHO or DCHO issue an exemption.*

Directions on non-essential business closure – 23 March 2020

- *Prohibits non-essential business operation from noon on 23 March 2020, including for pubs, hotels, gyms, places of worship, other specified businesses;*
- *No exemptions process is specified – it is an inclusive list.*

Directions on prohibited gatherings – 25 March 2020

- *Non-essential gatherings are prohibited from midnight on 25 March 2020 – not to be organised, allowed or attended.*
- *Adds two additional prohibited mass gatherings which are social sport gatherings and weddings and funerals.*
- *Specifies a density quotient, with examples.*
- *A mass gathering means:*
 - *A gathering of five hundred or more persons in a single undivided outdoor space at the same time;*
 - *A gathering of one hundred (100) or more persons in a single undivided indoor space at the same time.*
- *Many specified exemptions, including social sport gatherings (two or more people), weddings, and funerals (no more than 10 people – indoors or outdoors), some forms of transport, schools, prisons, Parliament or where CHO or DCHO issue an exemption.*
- *Allows for exemptions to be asked for and granted.*

Directions on non-essential activities – 25 March 2020

- Prohibits categories of non-essential activity;
- Adds requirement for signage, cleaning and disinfection on businesses that remain open;
- Includes prohibition on licensed premises, personal training facilities, outdoor personal training limited to ten persons, entertainment facilities, non-essential retail facilities, food and drink facilities, accommodation facilities, swimming pools, animal facilities, auctions;
- Exceptions include essential public services such as food banks, wedding venues, recording of performances, time-limited haircuts, delivery of goods, densely packed markets (density rule), food and drink facilities in certain places (hospitals for example); some types of accommodation facility.

Announced stages of restrictions in Victoria

Stage 1 restrictions

Victoria announced 'stage 1 restrictions' on 22 March 2020 and 23 March 2020 and implemented effective midday 23 March 2020. These included:

- Bringing school holidays forward to commence starting on Tuesday 24 March;
- Ceasing non-essential business activity including:
 - pubs, bars or clubs, or hotels (other than to operate a bottleshop, take-away meals or accommodation),
 - gyms,
 - indoor sporting centres,
 - the casino,
 - cinemas,
 - nightclubs or entertainment venues of any kind,
 - restaurants or cafes, other than to the extent that it provides takeaway meals or a meal delivery service
 - places of worship, other than for the purposes of a wedding or funeral.

<https://www.premier.vic.gov.au/statement-from-the-premier-32/>

<https://www.premier.vic.gov.au/statement-from-the-premier-33/>

<https://www.premier.vic.gov.au/wp-content/uploads/2020/03/200323-Statement-From-The-Premier-1.pdf> (this includes a copy of the Deputy Chief Health Officer direction)

Stage 2 restrictions

Stage 2 restrictions were announced on 25 March 2020. Further to the stage 1 restrictions, these further restrictions include:

- Ceasing operation of:
 - Recreation facilities (indoor and recreation facilities, personal training facilities, community centres and halls, libraries, galleries and museums, youth centres and play centres (other than for essential public services);
 - Entertainment facilities (in addition to entertainment facilities already covered in stage 1, stage 2 added theatres, music and concert halls, auditoriums, arenas, stadiums, convention centres, arcades, amusement parks, gambling businesses, brothels, sex on premises venues, and strip clubs);
 - Non-essential retail facilities (beauty and personal care, auction houses, market stalls - other than for the provision of food and drink and subject to density provisions);
 - Food and drink facilities (in addition to stage 1, stage 2 added fast food stores, cafeteria's and canteens, and food courts) but maintaining the ability to provide take away;
 - Camping grounds and caravan parks;
 - Swimming pools (other than private pools not for communal use);
 - Animal facilities (zoos including petting zoos, wildlife centres, aquariums or animal farms not for food production);

- Real estate auctions (other than remotely) and inspections (other than by appointment);
- Introduced a density quotient for retail facilities of 1 per 4m² and increased cleaning requirements;
- Introduced a restriction social sport gatherings;
- Limited attendees at weddings (5 people) and funerals (10 people).

Prohibits operation of non-essential businesses and undertakings to slow spread. Cafes and food courts must stop providing table service, but may continue to offer delivery and takeaway. Cafes and canteens may continue to operate at: hospitals, care homes and schools, prisons, military bases, workplaces (though only as a takeaway service). Auction houses, real estate auctions and open house inspections, non-food markets, beauty and personal care services.

<https://www.premier.vic.gov.au/wp-content/uploads/2020/03/200325-Statement-From-The-Premier-1.pdf>

Stage 3 restrictions

These restrictions came into effect at midnight on 30 March 2020, and are:

- Gatherings are restricted to no more than two people except for members of your immediate household and for work or education purposes;
- Requirement to stay home will become enforceable;
- Playgrounds, skate parks and outdoor gyms will also close;
- There are only four reasons to be out:
 - Shopping for what you need – food and essential supplies;
 - Medical, care or compassionate needs;
 - Exercise in compliance with the public gathering requirements;
 - Work and study if you can't work or learn remotely;
- Moratorium on evictions introduced;
- Rules for weddings (no more than five people to attend) and funerals (no more than ten people can attend).

Essential services and non-essential services

A listing of the Victorian classification of essential compared to non-essential is under development.

Summary of strong recommendations in Victoria on physical distancing (should) – top lines

In addition to Directions, the Chief Health Officer provides a number of strong recommendations around physical distancing that are considered critical for suppressing any transmission of COVID-19 in Victoria at the current time.

The top lines at the present time are:

- Play your part and do the right thing or Victorians will die.
- Wash your hands.
- Cough into your elbow.
- Keep your distance from other people. Keep 1.5 metres between yourself and others
- Stay at home.
- If you can stay home, you must stay home.
- Stay in your own house and do not go to someone else's house.
- If you don't need to go out, don't go out.
- Do not go out if you are sick except to seek medical care.
- Shop for what you need, when you need it – do not go shopping unless you have to.
- If you can work from home, you should work from home.
- If you go to work, you must follow all the social distancing rules.
- Keep a distance of 1.5 metres is between yourself and others.
- Stop shaking hands, hugging or kissing as a greeting.

- Work from home where possible.
- If you have had close contact with a confirmed case of COVID-19 in the previous 14 days you must self-isolate and must not participate in community gatherings including community sport.
- Stay home if you are sick and don't expose others. If you are unwell with flu-like symptoms, do not go outside your property or home, do not go to work, school or shops unless it is essential – for example to seek medical care.
- Do not travel interstate, overseas or take a cruise. Avoid unnecessary travel.
- Everyone should avoid crowds if possible. If you must be in a crowd, keep the time short.

Policy development and decision-making

Evidence for physical distancing policies

Physical distancing between people aims to minimise interactions between people to limit the opportunities for disease to spread from an infected person to an un-infected person. Measures to bring about physical distancing amongst populations have been utilised in previous efforts to control influenza epidemics and pandemics.

Observational and modelling studies have provided evidence to help guide the use of physical distancing measures for influenza. Although these can provide some insight into how we might expect physical distancing to influence the progression of the COVID-19 pandemic, COVID-19 has its own disease characteristics which will influence the impact of physical distancing measures.

Evidence of the impact of social distancing is beginning to emerge from countries in which the epidemic commenced earlier than in Australia, particularly China. Additionally, modelling studies using information on the epidemiological features of COVID-19 are estimating the impact of different physical distancing measures.

To ensure that Victoria's approach to physical distancing is informed by the best-available evidence, an evidence summary will be produced and updated as new results emerge from the global scientific community. The current summary of evidence for physical distancing is at **Appendix 2**. This will be updated regularly.

International and national comparisons

Reports outlining the physical distancing interventions in place in other Australian states and internationally will be developed and updated on an ongoing basis. These will be updated weekly in the first instance, however the current summary of comparisons for physical distancing is at **Appendix 6**.

Evaluation of physical distancing policies

A range of measures to evaluate the efficacy of all interventions will be developed. In the first instance, these measures will include those suggested by the AHPPC:

- Evidence for efficacy of strengthened border measures/ travel advisories: reduction in the number of imported cases detected over time;
- Evidence of efficacy of the reduction in non-essential gatherings and mixing group sizes: reduction in the average number of secondary infections per case, based on contact tracing;
- Evidence for the combined efficacy of case finding and contact quarantine measures augmented by social distancing: reduction in the rate of growth of locally acquired infected cases;
- Evidence for the effectiveness of isolation: time from symptom onset to isolation.

The Intelligence function will develop a framework for monitoring and advising on progress with the effectiveness of physical distancing interventions in Victoria, to inform understanding of the Chief Health Officer and other colleagues, including decision-makers.

Next steps for physical distancing interventions

Scenario modelling and factors determining scaling back of physical distancing will be considered and incorporated in this section of the Plan.

Initial draft considerations relating to scaling back physical distancing interventions have considered – but not determined – whether factors like those listed below might prompt consideration.

Factors might include situations where:

- Societal tolerance of physical distancing measures is breached, or
- a vaccine is available and is being implemented, or
- underlying immunity ('herd immunity') is above a certain level (which is more than 70%, or calculated as $1/R_0$, based on current reproductive number of around 2.4-2.7), or
- transmission will lead to manageable illness within an agreed intensive care unit capacity level, or
- transmission has been interrupted, mitigated, or stopped for a certain period.

Compliance and enforcement for physical distancing

Purpose of this section

The purpose of this compliance protocol is to set out the compliance approach in relation to Deputy Chief Health Officer (D/CHO) directions under *Public Health and Wellbeing Act 2008* (PHWA).

Scope of compliance and enforcement

The scope of enforcement and compliance activity will include persons and situations listed below:

- People under quarantine for any reason, including travel or close contact;
- People under isolation for any reason, including suspected cases and confirmed cases;
- Mass gatherings and any matter relating to any Direction relating to physical distancing, including visitation restrictions.

Chain of command for enforcement and compliance

It has been agreed with the Chief Health Officer and Deputy Chief Health Officer that the chain of command for matters relating to physical distancing (especially and including enforcement and compliance actions) interventions – in particular the compliance and enforcement activities relating to directions - is:

- Chief Health Officer to
- Public Health Commander to
- Deputy Public Health Commander (Planning) to
- Director Health and Human Services Regulation and Reform to
- Manager Environmental Health Regulation and Compliance to (where necessary -
- Victoria Police).

Strategy for compliance and enforcement

Intended outcome of compliance and enforcement activity

The outcomes being sought are to reduce the transmission COVID-19 through a range of interventions, including: quarantine for 14 days of those returning from overseas, isolation of those suspected to have or confirmed to have COVID-19, application of restrictions on non-essential mass gatherings, restricted entry into aged care facilities where vulnerable populations reside and closure of non-essential business. Actions should focus on achieving outcomes, be risk-based and minimise transmission risks in the Victorian community.

Strategy for focus of compliance and enforcement activity

The focus of activity will be on:

- Implementation of a mandatory detention program for new arrivals from overseas;
- Spot checks by Victoria Police of people who should be in quarantine or isolation;
- Mass gathering compliance and enforcement by Victoria Police.

These priorities will change, and likely expand into specific and more targeted risk-based compliance for highest-risk individuals in quarantine or isolation.

The department will consider enhanced monitoring arrangements and consider indicating to Victoria Police that other methods are considered, such as tracking of individuals through mobile phones, or random sampling calls to mobile phones of individuals if agreed. These methods are not yet formally under consideration.

Approach to compliance and enforcement – prioritisation framework for compliance activities

This will be based on a risk framework, based on public health risk.

An initial frame for Victoria Police was provided on 25 March 2020 and was:

- Cases diagnosed after midnight tonight.
- Passengers who have disclosed country visited in one of the higher risk countries? Which ones?
- Random selection of age cohorts from passenger list (of those who arrived less than 14 days ago) so that we can start to gauge which cohorts are the most likely to not comply.
- Pubs/clubs etc. (should be fairly easy to gauge with overnight crews.)
- Any allegations received from DHHS or VicPol Police Assistance Line.
- Selection of commercial premises mentioned in latest direction.

The proposed new preliminary order for focus of compliance and enforcement based on a public health risk assessment is (highest priority is first) from 26 March 2020 and updated 1 April 2020:

- Returned travellers from overseas who are in mandatory quarantine;
- Returned travellers from overseas who have indicated they do not intend to adhere to quarantine (self-isolation);
- Mass gatherings that are underway where there is alleged non-compliance with Directions;
- Cruise ships where there is potential or alleged non-compliance with Directions;
- Non-essential businesses where there is potential or alleged non-compliance with Directions;
- Confirmed cases who indicate they do not intend to isolate or are suspected not to be isolating;
- Known close contacts who indicate they do not intend to isolate or are suspected not to be isolating;
- Individuals where there is a report that a person is not adherent to quarantine or isolation;
- All other confirmed cases in relation to isolation Direction;
- All other close contacts;
- Prohibited gatherings (other than mass gatherings) that are underway or alleged non-compliance with Directions;
- Non-essential activities that are alleged to be non-compliant with Directions.

The Director of health and Human Services Regulation and Reform will communicate these priorities as a control agency advice to Victoria Police on a daily basis or as updated.

Linking members of the public to compliance action by Victoria Police

Linking occurs by:

- Callers may select the social distancing advice line between 8am and 8pm at DHHS by calling 1800 675 398 and selecting option 2.
- Callers may speak to Victoria Police by calling 1800 675 398 and selecting option 4.
- Callers who come through to any other line should be referred to the 1800 675 398 line and advised to select option 4.
- Members of the public are encouraged to call the phone line, rather than emailing their concerns.
- If concerns are emailed from the public about compliance with directions excluding those that are about close contacts and confirmed cases, the email should be forwarded to the Victoria Police complaints inbox, which is COVID-19.vicpol@dhhs.vic.gov.au

Department of Health and Human Services Liaison to Victoria Police

The department has established a roster of Emergency Management Liaison Officers at the State Control Centre, associated with the Police Operations Centre. The roster for the EMLO is on the board at the State Emergency Management Centre.

The EMLO is provided with the details of the DHHS oncall Authorised Officer each day to pass onto the Victoria Police SPOC for the overnight periods when the EMLO position is unstaffed.

Department of Health and Human Services initiation of compliance activity

If concerns are emailed from the public about compliance by close contacts and confirmed cases, the Operations Officer should oversee an investigation by the case and contact management team. If the case and contact management team assess that compliance action is required, they should contact the DHHS EMLO on the roster to agree how Victoria Police can assist, and may need to email details to the COVID-19 Victoria Police DHHS email address, which is COVID-19.vicpol@dhhs.vic.gov.au

Peer influence, education and community awareness to guide approach

It is anticipated that there will be high levels of voluntary compliance by those impacted by the Directions. This is due to high levels of community awareness, strong community support for measures to prevent transmission of COVID-19.

Exercising a Direction and considerations of enforcement

DHHS authorised officers are empowered to direct a person to comply with a D/CHO Direction (exercising the emergency powers). Victoria Police can assist an authorised officer to exercise a direction. Victoria Police are now undertaking a range of actions, including enforcement actions such as infringements.

Consideration of enforcement action, such as a prosecution under the PHWA, should generally only be pursued where there is a deliberate intention to not comply and/or repeated failure to comply with a direction.

Victoria Police COVID 19 Taskforce Sentinel

A Victoria Police taskforce of 500 officers will promote and assess compliance with directions and perform spot-checks, such as visiting those who have recently returned from overseas. The taskforce is coordinated through the Police Operations Centre. Information for spot checks can be provided directly to through Victoria Police SPOC.

Victoria Police support to DHHS compliance activity

Victoria Police (VicPol) will support DHHS to respond to allegations of non-compliance with the directions. This includes:

- receiving reports of non-compliance with directions through the Victoria Police Assistance Line (1800 675 398 – option 4);
- seeking to influence compliance and address non-compliance through spot checks, reiterating obligations, providing education and issuing infringements;
- where required, assisting DHHS authorised officers to provide a direction to a member/s of the public.

Contacting the Victoria Police Special Operations Centre

Victoria Police Special Operations Centre private number is REDACTED if a senior officer in DHHS needs to contact the SPOC directly for an urgent reason.

The DHHS EMLO to Victoria Police is available through a roster in the SEMC.

Infringements

On 28 March 2020, the Public Health and Wellbeing Regulations 2019 were amended to create four new infringement offences to strengthen enforcement specifically around the emergency and public health risk powers. These are:

- hinder or obstruct an authorised officer exercising a power without reasonable excuse (5 penalty units);
- refuse or fail to comply with a direction by CHO to provide information made under s.188(10) without a reasonable excuse (10 penalty units for natural person and 30 penalty units for body corporate);
- refuse or fail to comply with a direction given to, or a requirement made of, a person in the exercise of a public health risk powers (10 penalty units for natural person and 60 penalty units for body corporate);
- refuse or fail to comply with a direction, or a requirement made of, a person in the exercise of a powers under a authorisation (10 penalty units for natural person and 60 penalty units for body corporate).

Data management to support compliance and enforcement

Department obtaining data on travellers for compliance

Authorised officers are responsible for uploading information to the business system which will then inform an upload to PHESS so that all persons in mandatory detention are recorded in PHESS for compliance and monitoring and surveillance purposes. This upload will occur under the accountability of the Director of Health Regulation and Reform. Final arrangements being confirmed

Provision of data on agreed priority groups to Victoria Police for enforcement and compliance purposes

On the direction of the Chief Health Officer, the Intelligence Officer has established a secure data portal for DHHS-Victoria Police data secure data sharing and provided a limited number of named Victoria Police officers in the COVID-19 response access. Information is being uploaded from Isolation Declaration Cards to a spreadsheet and then provided to the Intelligence Officer, who are then providing that information to Victoria Police for compliance purposes by a secure portal, on a daily basis. In conjunction with the priorities for compliance, Victoria Police can then take directed action. An information sharing agreement is under development.

Twice each day, the Intelligence Officer or delegate will upload the following to the data portal:

- Instructions on the use of the data;
- All active close contacts;
- All non-recovered confirmed cases;
- All new arrivals via scanned and uploaded Isolation Declaration Cards.

In coming days, data will be widened to include other groups if authorised by the Chief Health Officer. Further work is required to formally provide information on other categories for priority compliance activity

Specific procedures to support compliance and enforcement

Personal protective equipment for authorised officers is provided through the PPE Taskforce and the Equipment and Consumables Sector of the response. This plan will specify source.

Digital platforms to aid contact tracing and enforcement and compliance

The department will be implementing a new contact system to send daily health monitoring SMS messages to close contacts of confirmed COVID-19 cases and recently returned travellers who must isolate for fourteen days.

This system will use an Australian based system called Whispr to send messages to contacts in the department's public health monitoring systems.

People who receive these messages will be required to check in daily to:

- Confirm that they are in quarantine
- Whether they are well or experiencing COVID-19 symptoms
- Whether they have been tested and waiting for results.

Close contacts and returned travellers who are not isolating will be flagged by the system and can be further followed up as required.

This system became active from 26 March 2020.

Further work is underway to explore other systems for automating case and contact tracing.

Management of advice and exemption requests not relating to mandatory quarantine

There is no exemption clause in the Restricted Activity Direction (formerly Essential Services Direction). There is an area where exemptions occur which is in clause 11 of the Hospital Visitor Direction.

Exemptions can only be considered when there is a provision within the Direction to allow an exemption to be considered.

The Directions and Detention order give rise, broadly, to three kinds of request for advice or consideration by individuals and the public –

- Permission to leave detention requests from people in detention in Victoria;
- Exceptional circumstances requests for people seeking to not be ordered into detention (who have not yet arrived in Victoria from overseas); and
- All other requests for advice in relation to Victoria's Directions (including exemption requests for certain parts of Directions).

Only this last category will be dealt with in this part of the Plan (all other requests for advice in relation to Victoria's Directions). The other two categories will be dealt with in the Mandatory Quarantine section of this Plan.

To be specific, requests in relation to the mandatory quarantine (detention) orders or permission to leave (for people in detention) should be rapidly reviewed by staff in the call centre function if they occur, and there should generally be a presumption that these requests are forwarded immediately (within two hours) to the COVID-19.vicpol@dhhs.vic.gov.au email address for review by an Authorised Officer working directly to the Compliance Lead, as these are a high priority category of requests. The Authorised Officer will then follow the process outlined in a subsequent section of this Plan.

Process for seeking advice or requesting exemptions in relation to the Hospital Visitor Direction or other Direction

The Authorised Officer should provide advice to the requestor consistent with the *COVID -19 DHHS Physical Distancing Plan* and the Directions that are in force. The Plan is an internal document and is not for provision to members of the public. Instructions in the Directions should generally be emphasised.

Further information and consultation for an exemption relating to a direction can be undertaken by calling 1800 675 398.

The process is:

- Members of the public can submit requests to the COVID Directions inbox, including in relation to asking for advice on directions, requesting an exemption in relation to the Hospitals Visitor Direction (although that is unlikely) or in relation to asking to not have a detention order applied, or requesting a grant of leave (permission) from detention;
- Requests for advice (or Hospital Visitor exemptions) that are considered are logged on the secure MS Teams site established by Legal Services in a manner that can be audited and reviewed by any party in this compliance chain;
- The Director of Health Protection and Emergency Management who oversees the inbox and team managing this process assesses the merits of the individual proposal – including through delegates - and applies judgment as to whether advice should be provided verbally or whether advice is appropriate in writing to resolve the request, noting legal advice can be sought at any time;
- Requests are then assigned into three categories –
 - Priority 1 requests – where there is a same day urgency and importance is high;
 - Priority 2 requests – where there is complexity, lower urgency and / or medium urgency;
 - Priority 3 requests – where the authorised officer has determined that advice is given by the call centre function or staff with no further action, preferably verbally or in some rarer cases in writing;
- For priority 3 requests or where the call centre lead determines the matter is clear, if advice in writing is deemed appropriate, a written response should generally only be provided using an agreed template response, as it is preferable that advice is generally verbal in relation to directions (**Appendix 6**);
- For priority 2 requests and only where the call centre lead needs further advice, these should be batched and provided as a set of emails including a recommendation in each to an informal panel of the Deputy Public Health Commander, Compliance Lead and Legal Services to be convened every 24 hours if needed;

- For priority 1 requests, the call centre lead should email through details and a recommendation and call the Authorised Officer working directly to the Compliance Lead and discuss, and can initiate calls to the Compliance Lead at the time;
- If a request is deemed reasonable to meet, the Compliance Lead submits the proposal to the Deputy Public Health Commander Planning with a recommendation, and may call the Deputy PHC Planning to discuss and alert the DPHC to the request, including legal service advice as needed;
- The Deputy Public Health Commander assesses the recommendation and then recommends the outcome required by the Public Health Commander;
- The Public Health Commander communicates the outcome and the Compliance Lead is authorised to enact the outcome.
- Police will then be advised where any exemption is granted by the Public Health Commander via the COVID-19.vicpol@dhhs.vic.gov.au that have relevance for enforcement and compliance by Victoria Police.

The Authorised Officer should then notify the requestor in writing the outcome of the decision of the Public Health Commander.

Formal documentation placed into the TRIM folder by the Deputy Public Health Commander or a tasking officer.

An audit of requests to check responses will be undertaken in due course, including a review of how advice was communicated publicly, if at all.

Protocols for investigating and managing potential breaches of Directions

Information is included here for reference, as Victoria Police have assumed a more independent role as to undertaking compliance and enforcement activity, with strategic direction as to highest risk groups.

Action to achieve compliance and address non-compliance

Following advice that Victoria Police can enforce directions, from 30 March 2020 Victoria Police is the primary agency responsible for investigating allegations of non-compliance and undertaking enforcement action, including the issuing of infringement notices.

Prior to this advice, existing arrangements involved referring alleged breaches to Victoria Police for investigation. If needed, Victoria Police would request DHHS authorised officer action and assistance, such as for issuing a direction.

Victoria Police may contact the DHHS Emergency Management Liaison officer seeking advice or clarification of particular circumstances

Reporting and evaluation of compliance and enforcement

The department proposes a range of checks or surveys of individuals who are directed to be in quarantine or isolation, including checks or surveys, and key metrics for evaluation. More detail will be developed in due course. Victoria Police provide a daily report on enforcement and compliance activity.

Plan for people returning from overseas to Victoria

Background to the mandatory quarantine (detention) intervention

A mandatory quarantine (detention) approach was introduced by creation of a policy that a detention order would be used for all people arriving from overseas into Victoria from midnight on Saturday 28 March 2020. An example detention order is available at <https://www.dhhs.vic.gov.au/state-emergency>

The objectives of the plan for people returning from overseas to Victoria are:

- To identify any instance of illness in returned travellers in order to detect any instance of infection;
- To ensure effective isolation of cases should illness occur in a returned traveller;
- To provide for the healthcare and welfare needs of returned travellers who are well or shown to be COVID-19 negative but are required to remain in quarantine for the required 14 days;
- To implement the direction of the Deputy Chief Health Officer through meeting:
 - A requirement to detain anyone arriving from overseas for a period of 14 days at a hotel in specific room for a specified period unless an individual determination is made that no detention is required;
 - A requirement to record provision of a detention notice showing that the order was served and to manage access to information on who is in detention using a secure database;
 - A requirement to undertake checks every 24 hours by an authorised officer during the period of detention;
 - A requirement to fairly and reasonably assess any request for permission to leave the hotel room / detention.

Governance and oversight of the mandatory quarantine (detention) intervention

Lead roles

The Chief Health Officer and Deputy Chief Health Officer have instituted a policy, in keeping with a conclusion from National Cabinet, that leads to issuance of detention orders for people returned from overseas.

The following lead roles are involved in the oversight of the mandatory detention intervention:

- Deputy Chief Health Officer – decision to issue a detention notice or not;
- Deputy Public Health Commander Planning – initial advice to DCHO/PHC on requests where a decision is needed whether to grant leave (permission);
- Director Health Regulation and Reform – is the Compliance Lead, for compliance and enforcement activity including authorised officer workforce – including the issuing and modification of detention orders (for example including moving a person from one room to another);
- Deputy State Health Coordinator – lead for healthcare provision to persons in detention;
- Director Health Protection and Emergency Management – lead for welfare and implementation of healthcare provision to persons in detention;
- Department of Health and Human Services Commander – lead for logistics for provision of mandatory detention involving transport and accommodation.

Information management for people in mandatory detention

A business system is being developed by BTIM to assist with the management of the healthcare and welfare for people included in this intervention.

That system articulates with the PHESS database through a common link key.

Critical information about people in mandatory detention will be uploaded to PHESS at two points in the day as a download from the business system to be used.

To be determined: the master source of who has exited the airport in mandatory detention.

To be completed: the build of the business system to support welfare and health needs of people in mandatory detention.

The Enforcement and Compliance section will ensure identities and basic compliance information of all persons in detention are entered onto PHESS through the twice daily upload process from the completed business system.

As a parallel system, Isolation Declaration Card (IDCs) are collected at the airport and batched and sent to an Australia Post call centre. The data is entered into a spreadsheet and sent to DHHS for cross entry into PHESS. This process takes approximately 24 hours. This can then be reconciled with any passenger list or people in detention list.

Enforcement and Compliance Command for Mandatory Quarantine

Deliverables of the enforcement and compliance function

The Director of Health Regulation and Compliance role is responsible for:

- Overall public health control of the detention of people in mandatory quarantine;
- Oversight and control of authorised officers administering detention;
- Administration of decisions to detain and decision to grant leave from detention.

Authorised officer* and Chief Health Officer obligations

Sections 200(1)(a) and 200(2) – (8) of the PHWA set out several emergency powers including detaining any person or group of persons in the emergency area for the period reasonably necessary to eliminate or reduce a serious risk to health.

DHHS staff that are authorised to exercise powers under the PHWA may or may not also be authorised to exercise the public health risk powers and emergency powers given under s.199 of the PHWA by the CHO. This authorisation under s.199 has an applicable end date; relevant AOs must be aware of this date. CHO has not authorised council Environmental Health Officers to exercise emergency powers

Any AO that is unsure as to whether they been authorised under s.199 should contact administrative staff in the DHHS Health Protection Branch prior to enforcing compliance with the Direction and Detention Notice.

Exercising this power imposes several obligations on DHHS authorised officers including:

- producing their identity card for inspection prior to exercising a power under the PHWA
- before the person is subject to detention, explaining the reason why it is necessary to detain the person
- if it is not practicable to explain the reason why it is necessary to detain the person, doing so as soon as practicable
- before exercising any emergency powers, warning the person that refusal or failure to comply without reasonable excuse, is an offence
- facilitating any reasonable request for communication made by a person subject to detention
- reviewing, every 24 hours, whether continued detention of the person is reasonably necessary to eliminate or reduce a serious risk to health
- giving written notice to the Chief Health Officer (CHO) that a person:
 - has been made subject to detention
 - following a review, whether continued detention is reasonably necessary to eliminate or reduce the serious risk to public health.

The notice to the CHO must include:

- the name of the person being detained
- statement as to the reason why the person is being, or continues to be, subject to detention.

Following receipt of a notice, the CHO must inform the Minister as soon as reasonably practicable.

** DHHS Authorised Officer under the PHWA that has been authorised for the purposes of the emergency order.*

Required authorised officer actions at the airport

The lead for this situation is the Compliance Lead through a lead Authorised Officer.

DHHS Authorised Officers*:

- declare they are an Authorised Officer and show AO card [s.166] **(mandatory AO obligation)**
- must provide a copy of the Direction and Detention Notice to each passenger (notification to parent/guardian may need to be conducted over the phone and interpretation services may be required) and:
 - explain the reasons for detention [s. 200(2)] **(mandatory AO obligation)**
 - warn the person that refusal or failure to comply with a reasonable excuse is an offence and that penalties may apply [s. 200(4)] **(mandatory AO obligation)**
- ensure the Direction and Detention Notice:
 - contains the hotel name at which the person will be detained
 - states the name/s of the person being detained
- record issue and receipt of the notice through a scanned photograph and enter into business system
- if necessary, facilitate a translator to explain the reasons for detention
- facilitate any reasonable request for communication, such as a phone call or email [s. 200(5)] **(mandatory AO obligation)**
- provide a fact sheet about detention (what the detainee can and can't do, who to contact for further information)
- record any actions taken in writing, including the above mandatory obligations, use of translator and any associated issues.
- use the list of arriving passengers to check off the provision of information to each arrival. This will help ensure all arrivals have been provided the information in the Direction and Detention Notice.
- check the vehicle transporting detainees is safe (in accordance with the review of transport arrangements procedure)

If it is not practicable to explain the reason for detention prior to subjecting the person to detention, the AO must do so as soon as practicable. This may be at the hotel, however every effort should be made to provide the reason at the airport [s. 200(3)] **(mandatory AO obligation)**.

*DHHS Authorised Officer under the PHWA that has been authorised for the purposes of the emergency order.

Authorised Officer review of transport arrangements

AO should consider the following:

- All persons must have been issued a direction and detention notice to board transport
- Is there adequate physical distance between driver and detainees?
- If not wait for another suitable vehicle to be arranged by the hotel.
- Has the vehicle been sanitised prior to anyone boarding? If not then vehicle must be cleaned in accordance with DHHS advice (business sector tab).
- Ensure the driver required to wear PPE?
- Are the persons subject to detention wearing face masks? (Refer to Airport and transit process)
- Are there pens/welfare check survey forms available for each detainee to complete enroute or at the hotel?

People who are unwell at the airport

The lead for this situation is the Human Biosecurity Officer on behalf of the Deputy Chief Health Officer (Communicable Disease).

Any person who is unwell at the airport will be assessed by a DHHS staff member and biosecurity officer at the airport. After discussion with the human biosecurity officer, if it is determined that the person meets the criteria as a suspected case, the following actions should take place:

- The human biosecurity officer should organise an ambulance transfer to the Royal Melbourne Hospital or Royal Children's Hospital for testing and assessment;
- The authorised officer from DHHS at the airport should log the person as requiring mandatory quarantine at a specified hotel and then should follow-up with the hospital to update on whether the person has been found to be negative, so a transfer by (patient transfer/ambulance/ maxi taxi etc) can be organised to return to the hotel.
- If the person is unwell and requires admission, they should be admitted and the Compliance Lead informed;
- If the person is well enough to be discharged they should return to the hotel through an arrangement by the authorised officer, (comments as above) and be placed in a COVID-19 floor if positive, or in a general part of the hotel if tested negative for COVID-19.

Requirement for review each day

- DHHS AO must – at least once every 24 hours – review whether the continued detention of the person is reasonably necessary to protect public health [s. 200(6)] (**mandatory AO obligation**).
- DHHS AO will undertake an electronic review of detainment arrangements by viewing a Business system. This includes reviewing:
 - the date and time of the previous review (to ensure it occurs at least once every 24 hours)
 - number of detainees present at the hotel
 - duration each detainee has been in detention for, to ensure that the 14-day detention period is adhered to
 - being cleared of COVID-19 results while in detention, which may be rationale for discontinuing detention
 - determining whether continued detention of each detainee is reasonably necessary to eliminate or reduce a serious risk to health
 - any other issues that have arisen.

To inform decision-making, a DHHS AO must:

- consider that the person is a returned overseas traveller who is subject to a notice and that they are obliged to comply with detainment
- consider that detainment is based on expert medical advice that overseas travellers are of an increased risk of COVID-19 and form most COVID-19 cases in Victoria
- note the date of entry in Australia and when the notice was given
- consider any other relevant compliance and welfare issues the AO¹ becomes aware of, such as:
 - person's health and wellbeing
 - any breaches of self-isolation requirement
 - issues raised during welfare checks (risk of self-harm, mental health issues)
 - actions taken to address issues
 - being cleared of COVID-19 results while in detention
 - any other material risks to the person
- record the outcomes of their review (high level notes) for each detained person (for each 24-hour period) in the agreed business system database. This spreadsheet allows ongoing assessment of each detainee and consideration of their entire detention history. This will be linked to and uploaded to PHESS.

To ascertain any medical, health or welfare issues, AO will need to liaise with on-site nurses and welfare staff (are there other people on-site an AO can liaise with to obtain this information).

Additional roles of the AO

- AOs should check that security are doing some floor walks on the floors to ascertain longer-term needs and possible breaches
- AO going onto the floors with persons subject to detention must wear gloves and masks. There should be P2 masks for AO's at the hotels (in addition to the surgical masks).

- AO should provide a handover to the incoming AO to get an update of any problems or special arrangements. For example, some people are permitted to attend cancer therapy at Peter Mac etc.
- AO responsible for uploading information to the business system which will then inform an upload to PHESS so that all persons in mandatory detention are recorded in PHESS for compliance and monitoring and surveillance purposes.

Charter of Human Rights considerations in decision-making making process

AO should consider the Charter of Humans Rights when exercising emergency powers and reviewing a person's detention every 24 hours, namely:

- **Right to life** – This includes a duty to take appropriate steps to protect the right to life and steps to ensure that the person in detention is in a safe environment and has access to services that protect their right to life
- **Right to protection from torture and cruel, inhuman or degrading treatment** – This includes protecting detainees from humiliation and not subjecting detainees to medical treatments without their consent
- **Right to freedom of movement** – While detention limits this right, it is done to minimise the serious risk to public health as a result of people travelling to Victoria from overseas
- **Right to privacy and reputation** – This includes protecting the personal information of detainees and storing it securely
- **Right to protection of families and children** – This includes taking steps to protect facility and children and providing supports services to parents, children and those with a disability
- **Property rights** – This includes ensuring a detainee's property is protected
- **Right to liberty and security of person** – this includes only be detained in accordance with the PHWA and ensuring steps are taken to ensure physical safety of people, such as threats from violence
- **Rights to humane treatment when deprived of liberty** - This includes treating detainees with humanity

Mandatory reporting (mandatory AO obligation)

A DHHS AO must give written notice to the Chief Health Officer as soon as is reasonably practicable that:

- a person has been made subject to detention
- following a review, whether continued detention is reasonably necessary to eliminate or reduce the serious risk to public health.

The notice to the CHO must include:

- the name of the person being detained
- statement as to the reason why the person is being, or continues to be, subject to detention.

To streamline, the reporting process will involve a daily briefing to the CHO of new persons subject to detention and a database of persons subject to detention. The database will specify whether detention is being continued and the basis for this decision.

The CHO is required to advise the Minister for Health of any notice [s. 200(9)].

Grant of leave from the place of detention

This is a different legal test to that which applies after the notice is issued. It relates solely to the granting of leave (permission) and requires a different process and set of considerations.

The detention notice provides for a 24-hour review (which is required by legislation) to assess whether ongoing detention is needed, and, in addition, a person may be permitted to leave their hotel room on certain grounds, including compassionate grounds.

Any arrangements for approved leave would need to meet public health (and human rights) requirements. It will be important that the authorised officer balances the needs of the person and public health risk. For example, if the person needs immediate medical care, public health risks need to be managed appropriately, but the expectation is that the leave would automatically be granted. This would be more nuanced and complex when the request is

made on compassionate grounds where there is a question about how public health risks might be managed. However, again, human rights need to be considered closely.

Potential mechanisms for grant of leave from detention

Noting that there are broadly two mechanisms available to the authorised officer on behalf of the Compliance Lead / Public Health Commander to release a person from mandatory detention:

- The daily review by the authorised officer could find that detention is no longer required (with agreement of the Compliance Lead), or
- There could be permission given by the authorised officer (with agreement of the Compliance Lead) that a person has permission to leave the room in which they are detained.

The Public Health Commander could determine that detention should be served in an alternative location to a hotel, by writing a detention order to that effect.

Potential reasons for permission to grant leave from detention

There is a policy direction from the Deputy Chief Health Officer that permission to leave mandatory detention should be exceptional and always based on an individual review of circumstances.

In the following circumstances there could be consideration of permission grant after an application to the Deputy Chief Health Officer however this will require permission:

- A person who has a medical treatment in a hospital;
- A person who has recovered from confirmed COVID-19 infection and is released from isolation;
- An unaccompanied minor (in some circumstances – see below);
- Instances where a person has a reasonably necessary requirement for physical or mental health or compassionate grounds to leave the room, as per the detention notice.

Note that the last category is highly subjective. This means it is the expectation of the authorising environment that exemption applications on those grounds are made on exceptional circumstances.

Process for considering requests for permission to leave or not have detention applied

It is critical that any procedure allows for authorised officers to be nimble and able to respond to differing and dynamic circumstances impacting people who are detained, so that the detention does not become arbitrary. The process outlined here reflects their ability to make critical decisions impacting people in a timely manner.

Matters discussed with Legal Services on this matter should copy in **REDACTED** and Ed Byrden.

Considerations

Any arrangements for approved leave would need to meet public health (and human rights) requirements. It will be important that the authorised officer balances the needs of the person and public health risk. For example, if the person needs immediate medical care, public health risks need to be managed appropriately, but the expectation is that the leave would automatically be granted. This would be more nuanced and complex when the request is made on compassionate grounds where there is a question about how public health risks might be managed. However, again, human rights need to be considered closely.

Requests in relation to the mandatory quarantine (detention) orders or permission to leave (for people in detention) should be rapidly reviewed by staff in the call centre function, and should always be funnelled through the COVID Directions inbox. That will allow that inbox to be a complete repository of all categories of requests for permission, exceptional circumstances requests and advice / exemption requests.

There should then be a presumption that these requests are forwarded immediately (within two hours) to COVID-19.vicpol@dhhs.vic.gov.au for review by an Authorised Officer working directly to the Director lead for compliance and enforcement, as these are a high priority category of request.

Temporary leave from the place of detention (Detention notice)

There are four circumstances in which permission may be granted:

1. For the purpose of attending a medical facility to receive medical care

- D/CHO or Public Health Commander will consider circumstances determine if permission is granted. See *Policy on permissions and application of mandatory detention*. AO must be informed so they are aware.
- In particular circumstances, an on-site nurse may need to determine if medical care is required and how urgent that care may be. DHHS AO officers and on-site nurse may wish to discuss the person's medical needs with their manager, on-site nurse and the Director, Regulation and Compliance officer to assist in determining urgency and whether temporary leave is needed
- Where possible, on-site nurses should attempt to provide the needed medical supplies.

2. Where it is reasonably necessary for physical or mental health; or

See *policy on permissions and application of mandatory detention*

- D/CHO or Public Health Commander will consider circumstances to determine if permission is granted. See *Policy on permissions and application of mandatory detention*. AO must be informed so they are aware.
- If approval is granted:
 - the AO must be notified
 - persons subject to detention are not permitted to enter any other building that is not their (self-isolating) premises
 - persons subject to detention should always be accompanied by an on-site nurse, DHHS authorised officer, security staff or a Victoria Police officer, and social distancing principles should be adhered to
- a register of persons subject to detention should be utilised to determine which detainees are temporarily outside their premises at any one time.

3. On compassionate grounds;

- D/CHO or Public Health Commander will consider circumstances to determine if permission is granted. See *Policy on permissions and application of mandatory detention*
- The AO must be notified if a detainee has been granted permission to temporarily leave their room and under what circumstances.

4. Emergency situations must also be considered.

- DHHS authorised officers and Victoria Police officers may need to determine the severity of any emergency (such as a building fire, flood, natural disaster etc) and the health risk they pose to detainees
- if deemed that numerous detainees need to leave the premises due to an emergency, a common assembly point external to the premises should be utilised; detainees should be accompanied at all times by a DHHS authorised officer or a Victoria Police officer, and infection control and social distancing principles should be adhered to
- the accompanying DHHS authorised officer or a Victoria Police officer should ensure that all relevant detainees are present at the assembly point by way of a register of detainees.

The process for a person not yet in detention is:

- Members of the public who wish to ask for detention not to be applied, or permission to be granted to leave, have the option of submitting a request in writing to the COVID Directions inbox;
- Authorised officers should also use the COVID Directions inbox to submit requests for detention not to be applied or permission to be assessed so that the COVID Directions inbox is a complete funnel for handling these requests;

- All requests for permission that are considered are logged on the secure MS Teams site established by Legal Services in a manner that can be audited and reviewed by any party in this compliance chain;
- The Director of Health Protection and Emergency Management (lead for COVID-19 Directions) who oversees the inbox and team managing this process assesses the merits of the individual proposal – including through delegates - and applies judgment as to whether the application should proceed to the next step. There is a policy view – outlined in this Plan – that exceptional circumstances are generally required for the Authorised Officer to NOT issue a notice of detention for an overseas arrival;
- If a request is determined to require to proceed, it should then be sent to COVID-19.vicpol@dhhs.vic.gov.au for review by the AO reporting directly to the Direct E+C;
- The Compliance Lead will seek legal advice and a discussion with the Deputy Public Health Commander urgently if required;
- The outcome will be recorded in writing and communicated back to the COVID Directions team and requestor in writing.

Policy on unaccompanied minors

Instances where an unaccompanied minor is captured by a detention order must be managed on a case by case basis.

In general, there is a presumption that there are no exemptions granted to mandatory quarantine. The issues in relation to mandatory quarantine of unaccompanied minors include: where this occurs, and with what adult supervision.

Preliminary legal advice is that the State could issue a detention order to a person under 18 years who is unaccompanied outside the home (a person in the care of the state) if certain conditions are met. These must include:

- AO has to check in regularly;
- Person can easily contact parent / guardian;
- Has adequate food;
- Remote education is facilitated.

A draft detention notice is being put together by Legal Services should this be required.

When an unaccompanied minor normally resides outside Victoria

It is proposed that where there is no clear alternative, an unaccompanied minor who normally resides outside of Victoria may be facilitated to undertake detention in their normal home state of residence, with appropriate risk management of any possible exposures to others on a domestic flight out of Victoria to that state. The department will need to be satisfied that the receiving state will take the person under 18 years and manage public health risks.

When an unaccompanied minor is normally resident in Victoria

It is proposed that an adult (who is not themselves a returned overseas traveller) who supervises a minor should join that minor at a place of detention. If that occurs, the adult should then remain with that person in quarantine although there is no legislative power to issue a direction to that adult to detain the adult.

If an unaccompanied minor who normally resides in Victoria is unable to be joined by a parent / guardian (for example because that parent / guardian has other caring duties and cannot thus join the minor in detention) then on a case by case basis, an assessment will be undertaken to identify whether detention is to be served in the home.

Whilst it may be acceptable for older children (16 – 18 year old) to be in quarantine without their parent(s) or guardian, it's likely to be unacceptable for younger children (12 or 13 years old or younger) and in that situation it's more appropriate to defer an alternative arrangement (i.e. parents join them in quarantine or quarantine at home).

If a child is quarantined at home with their parents, a detention notice should still be provided to the child and parents outlining the same requirements for children as if they were in quarantine in a hotel, together with the guidance about advice to close contacts in quarantine. Legal services will adapt notices for that purpose.

We'll need to ensure that authorised officers monitoring unaccompanied minors have current Working With Children Checks and understand their reporting requirements under the Reportable Conduct Scheme.

When a minor is detained at their home

If it is determined to be appropriate to detain a child at home after a risk assessment, the arrangement will involve:

- Issuing a detention order naming the specific home and / or parts of the home, and
- The detention order will be accompanied by advice on minimising risk of transmission to others in the home where the minor is detained (equivalent to advice to close contacts in quarantine); and
- An Authorised Officer will undertake a process to undertake a review each day in the manner required by the Act.

When an unaccompanied minor is detained in a hotel

If an unaccompanied minor is detained in a hotel without parents, a specific notice and process is below.

- A Detention Notice – Solo Children, is found at Appendix 7.
- A guideline for authorised officers in this respect is found at Appendix 8.

This is a more intensive process for the authorised officers, which is commensurate with the additional risk of quarantining a child because the child is subject to the care of the Chief Health Officer and department.

Working with Children Checks and Child Safe Standards

DHHS will work with Department of Justice and Community Safety to facilitate Working With Children Checks for Authorised Officers.

Escalation of issues

Should an AO become aware of any concern about a child, the AO must:

- contact DHHS welfare teams immediately
- contact after hours child protection team and Victoria police if AO thinks a child may be harmed

Release from mandatory quarantine (detention) after 14 days

The fourteen-day period is calculated from the day following arrival of the person in Australia and ends at midnight fourteen days later/

DHHS Authorised Officer prior to release should:

- review the case file and ensure the 14 day detention has been met.
- liaise with on-site nurse to check the detainee meets the following – i.e. no symptoms of COVID-19 infection;
- any physical checks of the room (damage, missing items, left items etc).

Supporting detainee to reach their preferred destination:

- DHHS organise for the detainee to be transported to their destination by completing a cab charge, Uber or appropriate mode of transport.
- Release from isolation criteria are as per current DHHS Victoria guidelines (based on the SoNG).

DHHS AO to update the business systems database with details of release.

Options to facilitate compliance

DHHS authorised officers should make every effort to inform the person of their obligations, facilitate communication if requested and explain the important rationale for the direction. The following graduated approach should guide an DHHS authorised officer:

- explain the important reasons for detention, that is this action is necessary to reduce the serious risk to public health (**mandatory obligation**)

- provide the person subject to detention with a fact sheet and give opportunity to understand the necessary action
- provide the person subject to detention opportunity to communicate with another person, including any request for a third-party communicator (such as translator), family member or friend (**mandatory obligation**)
- seek assistance from other enforcement agencies, such as Victoria Police, to explain the reason for detention and mitigate occupational health and safety concerns
- discuss matter with on-site nurse to ascertain if there are any medical issues that may require consideration or deviation from the intended course of action
- issue a verbal direction to comply with the Direction and Detention Notice
- advise that penalties may apply if persons do not comply with the Direction and Detention Notice
- recommend that Victoria Police issue an infringement notice if there is repeated refusal or failure to comply with a direction
- recommend Victoria Police physically detain the non-compliant individual for transfer to another site.

DHHS Authorised Officers should make contemporaneous notes where a person is uncooperative or breaches the direction.

Transfer of uncooperative detainee to secure accommodation (refer to Authorised Officer review of transport arrangements procedure)

It is recommended that a separate mode of transport is provided to uncooperative detainees to hotel or other for 14-day isolation.

Ensure appropriate safety measures are taken including child locks of doors and safety briefing for drivers etc.

Unauthorised departure from accommodation

If there is reason to believe a person subject to detention is not complying with the direction and detention notice, the DHHS authorised officer should:

- notify on-site security and hotel management
- organise a search of the facility
- consider seeking police assistance
- notify the Director, Regulatory Reform if the person subject to detention is not found

If the person is located, DHHS authorised officer should:

- seek security or Victoria Police assistance if it is determined the person poses a risk of trying to leave
- provide an opportunity for the person to explain the reason why they left their room
- assess the nature and extent of the breach, for example:
 - a walk to obtain fresh air
 - a deliberate intention to leave the hotel
 - mental health issues
 - escaping emotional or physical violence
- assess possible breaches of infection control within the hotel and recommend cleaning
- consider issuing an official warning or infringement through Victoria Police
- reassess security arrangements
- report the matter to the Director, Regulation Reform.

DHHS Authorised Officers should make contemporaneous notes where a person is uncooperative or breaches a direction.

Occupational health and safety for Authorised Officers

See **Appendix 9** for Occupational health and Safety measures.

Logistics for Mandatory Quarantine

Deliverables of the logistics function

The Director of the Office of the Secretary in DJPR role is responsible for:

- contract management with accommodation providers;
- transport arrangements from the airport;
- material needs including food and drink.

Airport and transit process

The lead for this situation is the DHHS Authorised Officer.

Passengers pass through immigration, customs and enhanced health checks before being transferred to their hotel.

- Every passenger is temperature checked by a registered nurse (RN) contracted by DHHS.
- Every passenger is handed a copy of the direction and a detention notice by a DHHS Authorised Officer (AO) authorised under the emergency provisions of the *Public Health and Wellbeing Act 2008*.
- Every passenger is provided an information sheet by DHHS.
- Passengers are met by VicPol/Border Force and escorted to organised buses for transport to the hotel.
- Every passenger is given a single-use facemask to wear while in transit to their hotel room.
- Every passenger is given a welfare survey to fill out on the bus or at the hotel.

Health and welfare for Mandatory Quarantine

Deliverables of the health and welfare function

The Deputy State Health Coordinator role is responsible for:

- provision of healthcare to detainees;
- provision of welfare to detainees through the Director Health Protection and Emergency Management.

Potential threats to health and wellbeing of people in mandatory detention

Potential risks associated with detention of returned travellers for compulsory 14-day quarantine can broadly be divided in physical or mental health risks.

Physical risks	Mental health risks
Transmission/development of COVID-19	Family violence
Transmission of other infectious diseases	Depression
Other medical problems	Anxiety
Diet – poor/imbalanced diet, food allergies/intolerances, over-consumption	Social isolation/loneliness
Lack of exercise	Claustrophobia
Lack of fresh air	Drug and alcohol withdrawal
Smoking – nicotine withdrawal, risk of smoking within rooms/fire hazard	

Tiers of risk for persons in mandatory detention

- Residents will be triaged into three tiers of risk. The type of welfare check will depend on the tier the passenger falls into.

- For phone calls (tier 1 and tier 2), translators must be available as needed. Language requirements should be recorded on arrival at the hotel and provisions made as required.
- Automated text messages are sent to all passengers in tier 3 via Whispir.
- Residents may be moved between risk tiers throughout their quarantine period as need dictates.

Risk Tier	Risk factors	Welfare check type
Tier 1	Residents with suspected or confirmed COVID-19 Families with children < 18 years Passengers aged > 65 years Aboriginal and Torres Strait Islander peoples Residents with underlying comorbidities (e.g. respiratory or cardiac conditions)	Daily phone call
Tier 2	Those who indicate they require a phone call but do not have any other risk factors. Residents who are by themselves.	Phone call every second day
Tier 3	Low risk – everyone else.	Daily text message (via Whispir)

Arrival at hotel – check in

At hotel check-in:

- Detainee provides Direction and Detention Notice to hotel staff; hotel staff to write on the notice:
 - room number
 - the date that the person will be detained until (14 days after arrival at place of detention).
- Detainee provides completed Direction and Detention Notice to AO to confirm that the following details on the notice are correct:
 - the hotel name;
 - hotel room number and arrival date, time and room on notice;
 - the date that the person will be detained until (14 days after arrival at place of detention).
- AO must take a photo of the person's Direction and Detention Notice and enters this into database.
- Following any medical and welfare check of the person, AO to liaise with nurses to identify detainees with medical or special needs.
- AO to note detainees with medical or special needs, such as prescription and medical appointments.

Persons will be sent to their allocated room and informed that a person will contact them in the afternoon or next AO to make themselves known to the security supervisor onsite.

Welfare and health service provision

- Residents will have a welfare check (as specified below) each day.
- DHHS welfare officers conducting welfare checks phone and email covid-19.vicpol@dhhs.vic.gov.au and AO individually to alert AO of medical and welfare issue.
- Residents will be provided with a resident satisfaction survey to complete each week.
- Residents can seek review by the nurse 24 hours a day if required.
- 24 hour on-call medical support will be available for on call subject to demand. This will initially be provided by a Field Emergency Medical Officer, and subsequently through a locum general practice service.
- Medical care is organised by Deputy State Health Coordinator. Deliverables include:

- Primary care assessments;
- Prescription provision;
- 24 hour access to a general practitioner;
- 24 hour access to nursing assessment.
- It is advisable that where possible, individuals who are in detention are linked to receive telehealth care from their normal general practice provider.

Conduct of a welfare check

A welfare check will allow passengers to be assessed for medical and social issues, and concerns flagged and responded to. These issues include but are not limited to health, mental health, safety and family violence concerns. A welfare check will be conducted by a DHHS officer which is included as a script at **Appendix 5**.

Safety / mental health

If there are concerns about the safety or mental health of passengers, the process is as follows:

- The nurse will review via phone (or in person if required with appropriate PPE).
- If escalation is required, the nurse will contact the Anxiety Recovery Centre Victoria for psychosocial support.
- Mental health triage at RMH/the Alfred can be contacted as a back-up.
- If the person is acutely unwell or at serious risk, urgent ambulance should be arranged by calling 000.
- Daily welfare check phone calls should be implemented thereafter if not already implemented.

Family violence (FV)

If there are concerns about family violence / the safety of women and children, the process is as follows:

- Case worker is called to review via phone initially or in person if required (with appropriate PPE).
- A separate room may need to be organised to facilitate the review away from the other family members.
- If deemed necessary, separate rooms should be organised to separate the family members.
- Case worker to review again as required.

Alcohol and other drugs

If there are concerns about alcohol or other substance abuse or withdrawal:

- Consider nurse/medical review.
- Provide numbers for support services (listed below).
- Preference for provision of standard drinks to a limit rather than prescribing diazepam for alcohol withdrawal.
- Prescriptions – Schedule 8 prescriptions for drug-dependent patients can only be provided after discussion with the DHHS Medicines and Poisons Branch.

Diet

- Ensure a well-balanced diet with options provided for those with specific dietary requirements.
- Ensure access to essentials within the room (e.g. snacks, tea and coffee) to limit the amount of interactions/contact required with staff.
- Ensure access to additional food if required.

Exercise and fresh air

- If the room has a balcony, ensure the residents can access it for fresh air.
- Advise residents to open windows/balconies where possible for fresh air and ventilation.
- If it is possible for residents to go outside to take some exercise for organised/supervised short periods of time, this should be facilitated where possible. Residents should ensure physical distancing is practised during this period. Only well residents from the same room should be able to go out to exercise at the same time.

- Residents should be provided with resources for exercise routines and yoga/mediation that they can perform safely within their rooms.

Procedure for a detainee / resident to leave their room for exercise or smoking

A person must be compliant and must not have symptoms before they could be allowed to have supervised exercise or a smoking break.

The steps that must be taken by the detainee are:

- Confirm they are well;
- Confirm they have washed their hands immediately prior to leaving the room;
- Don a single-use facemask (surgical mask);
- Perform hand hygiene with alcohol-based handrub as they leave;
- Be reminded to – and then not touch any surfaces internal to the hotel on the way out;

The procedure for the security escort is:

- Don a mask;
- Undertake hand hygiene with an alcohol-based handrub or wash hands in soapy water;
- Be the person who touches all surfaces if required such as the lift button, handles;
- Maintain a distance (1.5 metres) from the person;

There is no requirement to wear gloves and this is not recommended, as many people forget to take them off and then contaminate surfaces. If gloves are worn, remove the gloves immediately after the person is back in their room and then wash your hands.

Social and communications

- All residents should have access to **free** wifi/internet where at all possible.
- All residents should have access to entertainment such as television and streaming services (e.g. Netflix).
- All residents should have access to communications so that they can keep in regular contact with family and friends throughout the quarantine period.
- Toys and equipment should be provided for small children if possible.

Care packages for people in detention

A public health risk assessment has been conducted that indicates that care packages, such as food or toys, can be delivered for provision to people in detention. The care package should be provided to the hotel reception or other party for conveyance to the person in detention and should not be directly handed to the person in quarantine by the person gifting the care package. Ensuring the package passes to the person in detention without misdirection or tampering is essential. There is no public health reason for an inspection of any care package.

Smoking policy for people in detention

As part of the emergency response to COVID-19, individuals have been confined within hotels while under quarantine. The movement of these people has been restricted to hotel rooms, without access to outdoor spaces, where they can smoke.

Current laws

Under the *Tobacco Act 1987* (Tobacco Act), smoking is prohibited in an "enclosed workplace", however, Section 5A (2) (g), provides an exemption for the personal sleeping or living areas of a premises providing accommodation to members of the public for a fee. This means that, while a hotel is considered an enclosed workplace, the hotel could allow the occupants of the rooms to smoke if they choose.

In many cases, hotels have implemented their own smoke-free policies in rooms as the smoke is likely to enter the centralised air conditioning systems resulting in occupants of other rooms and staff being exposed to the smoke. Smoke also remains on the surfaces of the room and permeates soft furnishings meaning that it remains in the

room and exposes staff cleaning the room to the remaining residual smoke. The Department of Health and Human Services supports and encourages hotels to designate their rooms smoke-free.

If smokers were to be permitted to leave their rooms for supervised cigarette breaks, they would need to be taken to an area that does not constitute an enclosed workplace. This might be a balcony, roof top or other outdoor area. This area should preferably be away from open windows, doors and air conditioning intake points.

COVID-19 and smoking

The World Health Organization (WHO) has advised that any kind of tobacco smoking is harmful to the bodily systems, including the cardiovascular and respiratory systems, and puts smokers at greater risk in the context of COVID-19. Information from China, where COVID-19 originated, showed that people with cardiovascular and respiratory conditions, including those caused by smoking, were at higher risk of developing severe COVID-19 symptoms and death.

The Victorian Chief Health Officer has recommended that quitting smoking reduces the health risks associated with COVID-19.

Other examples of restricting access to smoking

There are some precedents of people being confined to facilities where they are unable to smoke. This includes mental health facilities, prisons and, if people are unable to leave, hospitals. In these circumstances, individuals are supported to manage cravings using pharmacotherapies such as nicotine replacement therapies.

Victoria's Charter of Human Rights and Responsibilities

Removing the ability to smoke would be compatible with the *Charter of Human Rights and Responsibilities Act 2006 (the Charter)*, as it would be for the purposes of protecting the right to life. Section 9 of the Charter states that "Every person has the right to life and to not have their life taken. The right to life includes a duty on government to take appropriate steps to protect the right to life."

Options

Option 1: Provide support for smokers to quit or manage cravings (Recommended)

The preferred option, for both the benefit of the individual and broader community would be to support smokers to quit or manage withdrawal while confined to their hotel room. This would mean that smokers be supported to manage cravings while they are unable to smoke but would not be forced to quit.

This could be easily managed through the provision of approved nicotine replacement therapies (NRT), with meal deliveries, accompanied by counselling through the Quitline. Quit Victoria has recommended a box of patches and an intermittent form of NRT such as a spray. These items are available for purchase without a prescription from a range of retailers including pharmacies and some big supermarkets.

Other pharmacotherapies, like zyban or champix, would require a prescription from a GP and are designed to help people completely quit as opposed to a short-term measure for people who are forced to stop smoking abruptly. These medications can take a while to take effect and, with champix, the advice is to continue smoking until it starts to impact on your cravings which means that it would not be an appropriate option for the circumstances.

Addiction to cigarettes includes both nicotine dependence and a behavioural and emotional dependence, which is why counselling plus pharmacotherapy is required. Someone who is heavily addicted will crave a cigarette every 45-60 minutes.

Telephone counselling is available via the Quitline - 13 78 48

Even if someone doesn't want to quit, Quitline can help them reduce the number of cigarettes they smoke.

People can also contact their regular general practitioner via telehealth.

Option 2: Relax no smoking restrictions for the hotel rooms

While it would be legally possible to enable people in quarantine to smoke in their rooms, this option is not recommended. This would have an adverse impact on hotels and their staff and goodwill in the circumstances. It

would also increase the health risks of individuals potentially already at risk of COVID-19. When sharing a room with children, smoking should not be allowed.

Option 3: Accompany individuals to leave the room to smoke

While it would be possible to create a smoking area for people wishing to smoke, such as in an outdoor drinking area attached to a bar or restaurant facility, this option is not recommended. Allowing people to leave their hotel rooms to smoke undermines the quarantine restrictions being put in place. The individuals would need to be accompanied by security guards and might need to travel floors via lifts to access an outdoor area or leave the building.

Even if we assume, that the hotel is not currently operating for other customers, movement in the hotel creates an increased risk for staff and a need for greater vigilance in cleaning and maintaining distance.

Current policy for smokers in mandatory quarantine

The following actions should occur –

- Nicotine Replacement Therapy should be promoted strongly for smokers;
- Smoking restrictions should remain in relation to the room;
- Only where absolutely necessary, and in exceptional circumstances, a person in mandatory quarantine could be granted permission to leave their room under specific circumstances, where public health risk is managed:
 - The Authorised Officer is aware and grants permission;
 - They are accompanied by security, who are provided PPE to wear;
 - They are instructed to – and follow the instruction – not to touch surfaces en-route to the smoking area and coming back;
 - They return immediately to their hotel room.

Other health and wellbeing issues

- All residents should be given the contact information for support services such as Lifeline at the beginning of their quarantine period (the information sheet they are provided with at the airport should also have these contact numbers).
- Residents should have access to fresh bedlinen and towels as required.
- Care packages may be permitted for delivery to residents under certain circumstances and subject to checks by AOs.
- Residents can be provided with up to three standard drinks per day if there is a risk of alcohol withdrawal (this is in preference to prescribing benzodiazepines for withdrawal).
- Other residents can also request alcoholic drinks as part of their food and drink provisions.
- Smoking breaks or NRT should be offered to all smokers if feasible.

Actions to detect and test for COVID-19 amongst people in mandatory detention

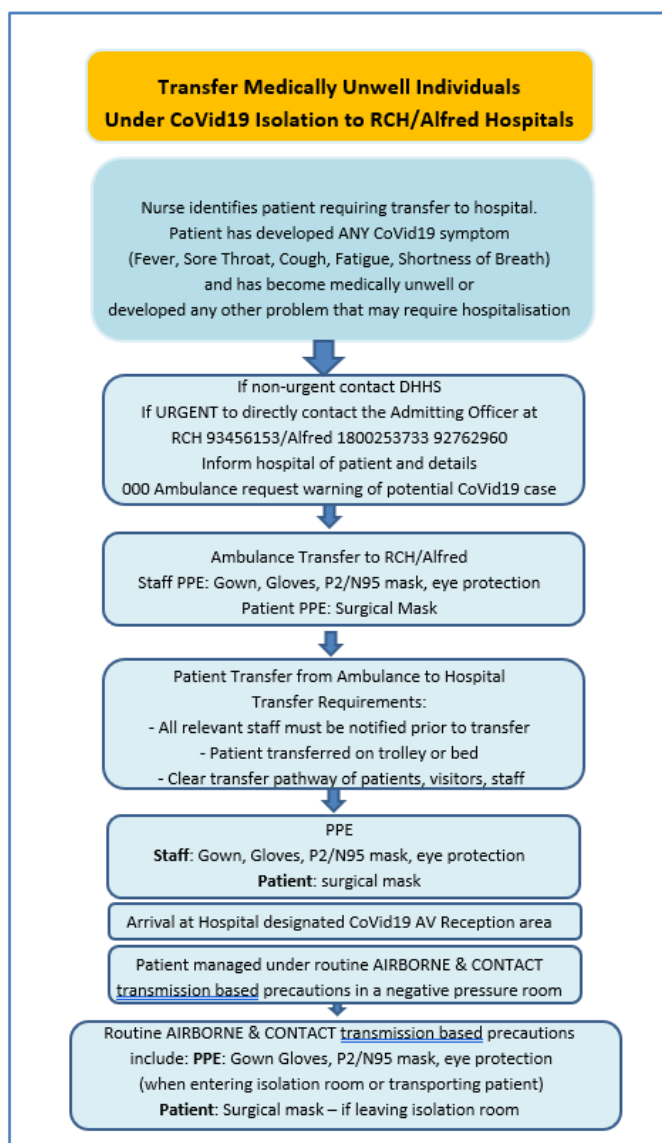
The following are the actions to enact this:

- Detainees will be asked daily (via phone or text) if they have symptoms consistent with COVID-19. These include but are not limited to fever, cough, shortness of breath and fatigue.
- The nurse onsite will be notified. The nurse will call the detainee (patient) and assess them over the phone. If face to face assessment is required, the nurse will assess them in the room with appropriate PPE.
- Security staff in PPE (masks and gloves) will accompany all nurses visiting hotel rooms. They will wait outside unless requested to enter by the nurses (full PPE is required to enter rooms).
- The nurse will assess the patient for symptoms of coronavirus. If deemed necessary, they will take swabs to test for COVID-19.
- If the patient is well enough, they can remain in quarantine at the hotel to await the test results. If they are sharing a room with another resident, they should be moved to a separate room if feasible and according to availability of rooms. If separation is not possible, they should practise physical distancing as far as is possible.

- If the test is positive and the patient is well, they can remain in quarantine at the hotel but should be moved to a separate section/floor of the hotel which is designated for confirmed cases. If they are sharing with other people, then arrangements such as a separate room or provision of PPE may be required, depending on the circumstances (for example it may not be feasible or appropriate to separate young children from parents).

Hospital transfer plan

- Passengers requiring hospital assessment/treatment for suspected or confirmed COVID-19 or other conditions, should be transferred to either the Royal Melbourne Hospital (RMH) or The Alfred Hospital, depending on proximity (**note children should be transferred to the Royal Children's Hospital**).
- If the hospital transfer is non-urgent, contact DHHS.
- If the hospital transfer is urgent, contact the Admitting Officer at RCH/RMH/the Alfred.
- Inform the hospital of patient and details.
- Call 000 to request ambulance and inform them that the passenger is a suspected (or confirmed) case of COVID-19.
- Staff should don full PPE and the passenger must wear a single-use surgical mask if tolerated.
- All relevant staff including AO must be notified prior to the transfer.
- AO must view appropriate authorisation.
- The passenger should be transferred on a trolley or bed from ambulance into the designated COVID-19 ambulance reception area.
- The patient should be managed under routine airborne and contact transmission-based precautions in a negative pressure room if available. The patient should wear a single-use surgical mask if leaving the isolation room.
- Ambulance services will list the hotels as an area of concern in case of independent calls and will ask on site staff to assess need for attendance in the case of low acuity calls.
- All residents who are: in high risk groups, unwell, breathless or hypoxic (O2 sats <95%) should be considered for hospital transfer.



Note P2 respirators are not required, but appear in this chart as an indicative mask, pending modification of this chart to reflect recommendation that a single use facemask is required.

Actions for confirmed cases of COVID-19 in people in mandatory detention

The following actions should be taken:

- Residents with confirmed COVID-19 should be accommodated / cohorted in a separate section/floor of the hotel, away from the non-COVID-19 infected passengers.

Personal protective equipment (PPE)

Staff who engage with monitoring or assisting persons in mandatory detention in person:

- Apply standard infection prevention and control precautions at all times:
 - maintain 1.5 metre distance
 - wash your hands or use anti-bacterial agents frequently
 - avoid touching your face.
- Every situation requires a risk assessment that considers the context and client and actions required.

3. If you are not able to maintain a 1.5 metre distance and the person has symptoms (for example coughing) or is known to be a COVID-19 case use:
 - a. fluid-resistant surgical mask (replace when moist or wet)
 - b. eye protection
 - c. disposable gloves.
4. If you need to be in a confined space (<1.5 metre) with a known COVID-19 case for more than 15 minutes, wear a single use facemask, eye protection and gloves.

Cleaning of rooms

Housekeeping services will not be provided routinely to residents. Fresh linen, towels and additional amenities can be left outside of rooms for residents to then collect. Biohazard bags can be left for residents to place dirty linen in and to leave outside their rooms for collection. Terminal cleaning is required on vacation of each room.

Reporting and evaluation on mandatory quarantine

A report will be prepared to summarise the activity of the program, and provided to the Deputy Chief Health Officer on a regular basis in confidence.

Communication and education

A communications plan for physical distancing is being developed to ensure the public receive timely, tailored and relevant advice on physical distancing measures.

The current collateral for the Victorian public and health sector to communicate on physical distancing requirements in Victoria includes items on the web and other locations:

Stay at home and restrictions:

- Coronavirus website homepage tile and webpage with detailed information on restrictions:
- www.dhhs.vic.gov.au/stay-home-and-restricted-activities-directions-frequently-asked-questions

Physical distancing and transmission reduction measures:

- Coronavirus website homepage tile and webpage with general information on physical distancing.
- www.dhhs.vic.gov.au/coronavirus-covid-19-transmission-reduction-measures
- Uploadable Victorian physical distancing document in keeping with that tile's web content, located at TRIM HHSD/20/142098

State of emergency and directions:

- Coronavirus website tile and webpage with PDFs of the signed Directions.
- www.dhhs.vic.gov.au/state-emergency

About coronavirus general information:

- Coronavirus website tile and webpage with general hygiene and physical distancing information.
- www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19

Media (proactive and reactive):

- Daily interviews and press conferences by the Chief Health Officer, Premier, Minister for Health and Ambulance and the Public Health Commander
- Announcements will be made by the Premier/Minister/CHO at a media conference.
- A daily media release from the department will contain latest information on measures.

Social media posts on physical distancing

- Daily posts on DHHS and VicEmergency social media accounts.
- Live streams of press conferences on Facebook
- Social media FAQs for responding to community via social media channels

Videos on physical distancing

- Series of Chief Health Officer videos on self-isolation, quarantine and physical distancing

Appendix 1 - Standard emails and letter advice for compliance and enforcement

The following templates are generic and educative in nature. DHHS officers should adapt the tone and content according to risk and individual circumstances.

Airport arrivals

Dear (insert name),

As you may be aware, Victoria's Minister for Health has declared a state of emergency throughout Victoria in response to the coronavirus or COVID-19 situation. Following this declaration, Victoria's Deputy Chief Health Officer has exercised emergency powers under the *Public Health and Wellbeing Act 2008* to make a direction to eliminate or reduce the serious risk to public health posed by COVID-19.

We are contacting you as Department of Health and Human Services has received information that you may be not complying with the Airport Arrivals direction issued by Victoria's Deputy Chief Health Officer.

Please be aware that: a person who arrives between 5 pm on 18 March 2020 and midnight on 13 April 2020 at an airport in Victoria on a flight that originated from a place outside Australia, or on a connecting flight from a flight that originated from a place outside Australia:

- must travel from the airport to a premises that is suitable for you to reside in for 14 days; and/or
- except in exceptional circumstances, must reside in a suitable premises for the period beginning on the day of your arrival and ending at midnight on the fourteenth (14th) day after arrival);
- must not leave the premises except:
 - for the purposes of obtaining medical care or medical supplies
 - in any other emergency situation circumstances where it is possible to avoid close contact with other persons; and
- must not permit any other person to enter the premises unless that other person usually lives at the premises, or the other person is also complying with this direction for the same 14 day period, or for medical or emergency purposes also complying with the CHO direction, or for medical or emergency purposes).

This email/letter seeks to inform you of your obligations. A copy of the direction and a fact sheet is attached to this email/letter.

Why it is important to comply with the Chief Health Officer's direction

The Victorian Government is very concerned about the serious, and potentially catastrophic, risk to public health arising from COVID-19 throughout Victoria.

Persons entering Victoria are at an increased risk of COVID-19. That is why a person entering Victoria from overseas must self-isolate for a period of 14 days in accordance with the Deputy Chief Health Officer's direction. Failure to self-isolate in accordance with the Deputy Chief Health Officer's direction may increase transmission of COVID 19 within our community.

All Victorians play an important role in minimising the impact of COVID-19. We strongly encourage you to comply with the CHO's direction and appreciate your co-cooperation.

Mass gatherings

Dear (insert name)

As you may be aware, Victoria's Minister for Health has declared a state of emergency throughout Victoria in response to the coronavirus or COVID-19 situation. Following this declaration, Victoria's Deputy Chief Health Officer has exercised emergency powers under the *Public Health and Wellbeing Act 2008* to make a direction to eliminate or reduce the serious risk to public health posed by COVID-19.

We are contacting you as Department of Health and Human Services has received information that you may be not complying with the Mass Gatherings direction issued by Victoria's Deputy Chief Health Officer.

Please be aware that:

- A person who owns, controls or operates premises in Victoria must not allow a mass gathering to occur on premises
- A person must not organise a mass gathering on premises in Victoria.

A mass gathering means:

- A gathering of five hundred (500) or more persons in a single undivided outdoor space at the same time; or
- A gathering of one hundred (100) or more persons in a single undivided indoor space at the same time.

A number of exclusions exist such as at an airport and a hotel, motel or other accommodation facility that is necessary for the normal operation of accommodation services.

This email/letter seeks to inform you of your obligations. A copy of the direction and a fact sheet is attached to this letter/email.

Why it is important to comply with the Deputy Chief Health Officer's direction

The Victorian Government is very concerned about the serious, and potentially catastrophic, risk to public health arising from COVID-19 throughout Victoria.

The restrictions are designed to limit transmission of COVID in places where there is high density of individuals in close proximity. This is because many individuals have been identified as being infected with COVID-19 and more cases are expected.

All Victorians play an important role in minimising the impact of COVID-19. We strongly encourage you to comply with the CHO's direction and appreciate your co-cooperation.

Appendix 2 – Evidence on physical distancing interventions for reducing impact of COVID-19

Last updated 27 March 2020

This document provides a review of evidence regarding the effectiveness of physical distancing interventions on the COVID-19 epidemic. As evidence is rapidly emerging this document may not contain all relevant available information. It also contains some references to reports and pre-prints that have not undergone peer-review. Therefore, caution should be taken in interpretation. Furthermore, as new evidence emerges the picture of the effectiveness will change. This document will be updated to reflect the changing evidence base.

Introduction

Physical distancing between people aims to minimise interactions between people to limit the opportunities for disease to spread from an infected person to an un-infected person. It is an example of a non-pharmaceutical intervention (NPI) that can be employed to control a disease outbreak. Measures to bring about physical distancing amongst populations have been utilised in previous efforts to control influenza epidemics and pandemics.

Observational and modelling studies have provided evidence to help guide the use of physical distancing measures for influenza. Although these can provide some insight into how we might expect physical distancing to influence the progression of the COVID-19 pandemic, COVID-19 has its own disease characteristics which will influence the impact of physical distancing measures. Evidence of the impact of social distancing is beginning to emerge from countries in which the epidemic commenced earlier than in Australia, particularly China. Additionally, modelling studies using information on the epidemiological features of COVID-19 are estimating the impact of different physical distancing measures.

This review consists of three parts:

- A review of the epidemiological features of COVID-19 and their implications for physical distancing in COVID-19
- A review of modelling analyses estimating the effects of physical distancing on the COVID-19 epidemic
- A review of evidence regarding physical distancing measures in the setting of pandemic influenza

1. Epidemiological features of COVID-19 that impact the effectiveness of physical distancing measures

1.1 Reproductive number

The basic reproductive number (R_0) is the number of individuals a single infected individual will infect in an otherwise fully susceptible population. This value will be influenced by features inherent to the pathogen, and characteristics of the population, such as population density and the nature and frequency of human-human interactions. As such, there is no single true value of R_0 for any disease, including COVID-19, as it will be influenced by population-specific factors.

Published estimates of R_0 for COVID-19 have ranged between 2.1 and 3.58. (1–6)

1.2 Modes of transmission

Early evidence suggests that SARS-CoV-2 (the virus that causes COVID-19) is primarily transmitted via respiratory droplets transmitted during close contact, and via fomites. (7) However, there is evidence of viral shedding in faeces (8) and viral persistence in aerosols (9,10), suggesting that aerosol and faecal-oral transmission may also occur. Transmission may also be possible via ocular surfaces. (11)

1.3 Timing of transmission

Analyses of viral shedding suggest that the time of peak viral load is early in the course of illness, around the time that symptoms develop, and that viral load then reduces over time. (10) The median duration of detected viral shedding of 191 patients in Wuhan was 20.0 days (IQR: 17.0-24.0 days) in survivors. (12) Importantly, these measurements of viral load cannot distinguish infectious from non-infectious virus. Although the two types of virus

are often correlated early in influenza, we cannot say for sure for whether the same holds for COVID-19 at this stage.

Evidence from case and cluster reports (13–15), and several epidemiological analyses (16–19) suggest that COVID-19 can be transmitted prior to the onset of symptoms.

1.4 Incubation period

An analysis of 55,924 laboratory-confirmed cases, found the mean incubation period was estimated to be 5.5 days. (7) Another analysis of 181 confirmed cases outside of Hubei Province found the mean incubation period to be 5.1 days (95% CI: 4.5-5.8 days). (20)

1.5 Duration of illness

An analysis of the clinical course of 52 critically ill adult patients with SARS-CoV-2 pneumonia who were admitted to the intensive care unit (ICU) of a Chinese hospital in late December 2019 and January 2020, found the median time from symptom onset to death was calculated to be 18 days. (21)

1.6 Demographic features of COVID-19

In general, COVID-19 causes a much more severe illness in older people, with case-fatality rates increasing with age, particularly for those aged 80 years and older. (7,22)

Children have thus far accounted for few cases of COVID-19 and are unlikely to have severe illness. (23) However, the role of children in transmission of COVID-19 remains unclear. In a pre-print analysis of household contacts of cases, it was found that children were infected at the same rate as older household contacts. (24) In the report of the WHO-China joint mission it was noted that children accounted for 2.4% of cases, that infected children had largely been identified through contact tracing, and there was no recollection of episodes of transmission from child to adult. (7)

1.7 Overview of the impact of key epidemiological features for physical distancing interventions

Key points arising from these epidemiological features are:

- COVID-19 is highly transmissible, and although close contact is more likely to result in transmission, transmission may be possible from minor contact, or through contact with infectious surfaces
- The COVID-19 epidemic in many areas is following exponential growth patterns, so case counts can be expected to rise rapidly
- As evidence suggests that people can transmit COVID-19 prior to the onset of symptoms, and because infectiousness appears to be highest at the time of symptom onset, isolating cases at the point of symptom onset may be inadequate to prevent transmission
- As there is a delay between infection and symptom onset and a delay between symptom onset and case detection, there will be a delay (of roughly 10 days) between implementation of an intervention and seeing its impact on case counts
- As there is a delay between symptom onset and death, there will be an even longer delay to seeing the impact of interventions on death rates (up to two weeks)
- The role of children in COVID-19 transmission remains unclear and would have significant implications for the effect of school closures on the epidemic

2. Modelling studies evaluating potential impact of physical distancing interventions for COVID-19

2.1 Modelling the impact of physical distancing interventions

This will be updated.

2.1.1 Imperial College report on non-pharmaceutical interventions

Ferguson et al of Imperial College published a report estimating the impact of a range of non-pharmaceutical interventions (physical distancing interventions) on the COVID-19 epidemic in the UK and the US. (26) Effects of different combinations of population-level interventions were reviewed. The report describes two alternative strategies: suppression and mitigation. It describes suppression as aiming to reduce the R value to less than 1, resulting in transmission ceasing in the population. Mitigation, however, aims to reduce the impact of the epidemic, whilst infection builds up in the community, rather than causing transmission to cease. Actions towards mitigation would include preventing infection amongst those most vulnerable to severe disease and slowing the rate of infection.

The report suggests that an approach of mitigation would result in the critical care capacity being overwhelmed many times over, resulting in hundreds of thousands of deaths. Only a combination of very strong measures taken together (including case isolation, household quarantine, general social distancing, school and university closure) is predicted to avoid critical care capacity being overwhelmed.

The report suggested that if suppression is being pursued, then earlier implementation is better, but if mitigation is being pursued then it is better to implement interventions closer to the peak of the epidemic. School closures were estimated to have a greater role on a suppression strategy, rather than mitigation. The modelling also suggested that relaxing the intervention whilst the population remained susceptible would result in a later, large peak that would also overwhelm critical care capacity, suggesting that policies may need to remain until a vaccine was available.

The report concluded that suppression seemed the only viable option, given that mitigation would result in health care capacity being overwhelmed many times over. However, they noted the uncertainty in whether a suppression approach could be achieved, as well as the uncertainty in modelling estimates.

2.1.2 Early modelling analysis from Australia

A modelling analysis, published as a pre-print, conducted by Australian researchers, Chang et al (27) suggested that the best intervention strategy is a combination of restriction on international arrivals to Australia, case isolation, and social distancing with at least 80-90% compliance for a duration of 13 weeks. They noted that compliance levels below this would lengthen the duration of required suppression measures. They also note that resurgence of disease is possible once interventions cease, and their analysis does not attempt to quantify the impact of measures beyond the 28-week horizon of analysis.

Another Australian pre-print analysis by Di Lauro et al (28) reviewed the optimal timing for “one shot interventions”, interventions that are assumed to only be able to implemented once in the course of an epidemic and for a finite time period. This suggested that optimal timing depended on the aim of the intervention; that to minimise the total number infected the intervention should start close to the epidemic peak to avoid rebound once the intervention is stopped, while to minimise the peak prevalence, it should start earlier, allowing two peaks of comparable size rather than one very large peak.

2.1.3 Modelling the impact of physical distancing interventions in China

Using a stochastic transmission model and publicly available data, Kucharski et al (29), estimated the effect of the distancing interventions introduced in China on the 23rd of January. the median daily reproduction number (R_t) in Wuhan declined from 2.35 (95% CI 1.15–4.77) 1 week before travel restrictions were introduced on Jan 23, 2020, to 1.05 (0.41–2.39) 1 week after.

An pre-print analysis by Lai et al (30) suggested that without the non-pharmaceutical intervention implemented in China (early detection and isolation of cases, travel restrictions and reduction of interpersonal interactions) the number of infections in Wuhan would have been many fold higher. They suggested that had the NPIs been conducted one week, two weeks, or three weeks earlier in China, cases could have been reduced by 66%, 86%, and 95%, respectively. They also suggested that social distancing interventions should be continued for the next few months to prevent case numbers increasing again after travel restrictions were lifted on February 17, 2020.

A pre-print analysis by Prem et al (31) reviewed the impact of China's interventions on social-mixing patterns and estimated the effects of different approaches to lifting the interventions. They suggested that control measures aimed at reducing social mixing can be effective in reducing the magnitude and delaying the epidemic peak. They suggested the interventions would have the most impact if continued until April, and if return to work was staggered. These results were sensitive to the duration of infectiousness and the infectiousness of children.

2.2 Modelling the potential impact of case isolation and contact tracing

An analysis by Hellewell et al (32) considered the possibility of controlling a COVID-19 outbreak with contact tracing and case isolation alone. Under some parameter assumptions it was possible to control the outbreak without the need for physical distancing measures. However, the probability of controlling the outbreak in this way decreased with an R_0 of 2.5 or 3.5, when there was a larger initial infectious population, a longer delay to case detection and a larger proportion of pre-symptomatic transmission. The study concludes that "in most plausible outbreak scenarios, case isolation and contact tracing alone is insufficient to control outbreaks, and that in some scenarios even near perfect contact tracing will still be insufficient, and further interventions would be required to achieve control."

A pre-print analysis by Kretzschmar et al (33), suggests it is unlikely that case isolation and contact tracing alone could control a COVID-19 outbreak. They note that if delay between onset of infectiousness and isolation is more than 4 to 6 days, or the proportion of asymptomatic cases is greater than 40% the outbreak cannot be controlled even with perfect tracing. However, they note that contact tracing efforts can still be a valuable tool in mitigating the epidemic impact.

2.3 Modelling the impact of school closures for COVID-19

An early report from Di Domenico et al (34), used data from three French towns with COVID-19 outbreaks and assumed children had a susceptibility to COVID-19 of 20% relative to adults and relative infectiousness of 50%. With these assumptions they suggested that school closure alone would have limited benefit in reducing the peak incidence (less than 10% reduction with 8-week school closure for regions in the early phase of the epidemic). However, when coupled with 25% adults teleworking, 8-week school closure would be enough to delay the peak by almost 2 months with an approximately 40% reduction of the case incidence at the peak.

3. Evidence on physical distancing measures for pandemic influenza

There are important differences between the COVID-19 pandemic and previous influenza pandemics. Three important differences are:

- It is well established that school children play a major role in spreading influenza virus because of higher person-to-person contact rates, higher susceptibility to infection, and greater infectiousness than adults. In contrast, children have accounted for fewer cases in the COVID-19 pandemic and their role in transmission is unclear.
- Pandemic influenza is thought to have a shorter incubation period (approximately 2 days) compared to COVID-19 (approximately 5 days).
- There is likely a greater proportion of severe and critical cases of COVID-19, than in pandemic influenza. (35)
- However, the evidence regarding physical distancing measures on influenza pandemics may still provide some insight into the role they may play in the response to COVID-19.

A recent review (prior to the COVID-19 outbreak) by Fong et al (36) surveyed the evidence for NPIs in pandemic influenza, in particular the effects of school closures, workplace measures and avoiding crowding.

3.1 School closures

They found compelling evidence that school closure can reduce influenza transmission, especially among school aged children. However, the duration and optimal timing of closure were not clear because of heterogeneity of data, and transmission tended to increase when schools reopened.

A correlation analysis between weekly mortality rates and interventions (which included school closure) during the 1918–19 pandemic in cities in the United States estimated that early and sustained interventions reduced mortality rates by $\leq 25\%$. (37)

Two studies conducted in Hong Kong as a public health response to the 2009 influenza A(H1N1) pandemic estimated that school closures, followed by planned school holidays, reduced influenza transmission. (38,39)

Two studies conducted in Japan estimated that due to reactive school closures the peak number of cases and the cumulative number of cases in the 2009 pandemic were reduced by $\approx 24\%$ (40) and 20% (41). However, two studies (one evaluating the response to the 2009 pandemic and the other seasonal influenza) estimated that reactive school closures had no effect in reducing the total attack rate and duration of school outbreaks, and the spread of influenza. (42,43)

It is important to note that school closures can have a disproportionate impact on vulnerable groups (eg low-income families), particularly when meals are provided by schools. This could be ameliorated by dismissing classes but allowing some children to attend schools for meals or enable parents to work. It has also been noted that school closures may have an impact on health workforce availability, as health care workers may have to care for children.

3.2 Workplace interventions

A systematic review of workplace measures by Ahmed et al (44) concluded that there was evidence, albeit weak, to indicate that such measures could slow transmission, reduce overall attack rates or peak attack rates, and delay the epidemic peak. In this review, epidemiological studies reviewed the effects of segregating persons into small subgroups and working from home. Modelling studies most frequently simulated the effects of workplace measures as reducing contacts by 50%.

In this review, for studies modelling $R_0 \leq 1.9$, workplace social distancing measures alone (single intervention) showed a median reduction of 23% in the cumulative influenza attack rate in the general population. Workplace social distancing measures combined with other nonpharmaceutical interventions showed a median reduction of 75% in the general population. However, the effectiveness was estimated to decline with higher R_0 values, delayed triggering of workplace social distancing, or lower compliance.

Paid sick leave could improve compliance with a recommendation to stay away from work while ill. (45,46)

3.3 Avoiding crowding

The review by Fong et al (36) identified three studies that assessed the effects of measures to avoid crowding (such as bans on public gatherings, closure of theatres) in pandemic influenza. These suggested that such measures helped to reduce excess mortality in the 1918 pandemic and a natural study comparing the effect of accommodating pilgrims for World Youth Day in smaller groups rather than a large hall reduced transmission in 2008.

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Appendix 3 – Physical distancing international comparison

This will be updated by REDACTED / REDACTED in due course.

Appendix 4 – Hotel Isolation Medical Screening Form

DHHS Hotel Isolation Medical Screening Form	
Registration Number:	
Full Name:	Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>
Address:	Indigenous <input type="checkbox"/> Torres Strait Islander <input type="checkbox"/>
Phone Number:	Nationality:
Date of Birth:	Place of Birth:
Phone #:	Primary language:
Please provide the information requested below, as it may be needed in case of an emergency. This information does not modify the information on the emergency card.	
Allergies:	
Past Medical History:	
Alerts: Alcohol & Other Drugs Y/N Disability Y/N Significant Mental Health Diagnosis Y/N	
Medications:	
Regular Medical Clinic/Pharmacy:	
General Practitioner:	
Next of Kin	Contact Number:

Covid-19 Assessment Form

Name	DOB	Room	Date of Admission	mobile	

Ask patient and tick below if symptom present

Day	Date	Fever	Cough	SOB	Sore Throat	Fatigue	Needs further review (nurse assessment)	Reason (if needs further assessment)
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								

Appendix 5 – Welfare Survey

Survey questions – daily check-in

Date:	
Time:	
Call taker name:	
Passenger location:	Hotel: Room number:
location (room number):	
Confirm passenger name:	
Passenger DOB:	
Contact number:	Mobile: Room:
Interpreter required:	Yes/no Language:

Script

Good morning / afternoon, I'm XXX. Can I confirm who I'm speaking with?

I am working with the Department of Health and Human Services to support people in quarantine following their arrival in Australia, and I'm giving you a call to check on your welfare. We know that this may be a stressful time for you, and our aim is to make sure that you are as comfortable as you can be during this quarantine period.

I am a Victorian Public Servant and any information that you provide to me is subject to privacy legislation.

We will be checking in with you and the people you have been travelling with every 24 hours to make sure that you are ok and to find out if you have any health, safety or wellbeing concerns that we can address.

There are 23 questions in total, and it should take only a few minutes to go through these with you. When you answer, we would like to know about you as well as any other occupants in your room.

If you have needs that require additional support, we will connect you with another team who can provide this support.

Introductory questions

- Are you still in Room XXX at the hotel? Circle YES / NO

- Are you a lone occupant in your hotel room? Yes/No if No:
 - Who are your fellow occupants, including your partner or spouse, children or fellow travellers?

Name	Relationship	Age (children/dependents)

3. Have you or your fellow occupants had to leave your room for any reason? If so, what was the reason? YES /NO

Health questions

4. Have you had contact with a medical staff nurse whilst in quarantine? If yes, can you please provide details and is it being monitored?

5. Have you or your fellow occupants had any signs or symptoms of COVID-19, including fever, cough, shortness of breath, chills, body aches, sore throat, headache, runny nose, muscle pain or diarrhoea)?

6. Do you or anyone you are with have any medical conditions that require immediate support? (ie smokers requiring nicotine patches)

7. Do you, or anyone in your group (including children) have any immediate health or safety concerns?

8. Do you have any chronic health issues that require management?

9. Do you or anyone you are with have enough prescribed medication to last until the end of the quarantine period?

10. Are you keeping up regular handwashing?

11. What sort of things help you to live well every day? For example, do you exercise every day, do you eat at the same time every day?

Safety questions

12. How is everything going with your family or the people you are sharing a room with?

13. Is there anything that is making you feel unsafe?

14. Are there any concerns that you anticipate in relation to your own or other occupant's safety that might become an issue in the coming days?

If the person answers yes to either question 10 or the one above, you could say:

- You have identified safety concerns -would you like me to establish a safe word if you require additional support regarding your safety?

If yes...

- The word I am providing is <xxx> (different word for each individual). You can use that word in a conversation with me and I will know that you need immediate support/distance from other occupants in the room or may be feeling a high level of distress.

Where family violence, abuse or acute mental health is identified as an issue refer to specific guidance / escalate for specialist support.

Wellbeing questions

15. How are you and any children or other people that you are with coping at the moment?

16. Do you have any immediate concerns for any children / dependents who are with you?

17. Do you have any additional support needs that are not currently being met, including any access or mobility support requirements?

18. Have you been able to make and maintain contact with your family and friends?

19. What kind of things have you been doing to occupy yourself while you're in isolation, e.g. yoga, reading books, playing games, playing with toys?

20. Have you been able to plan for any care responsibilities that you have in Australia? Can these arrangements be maintained until the end of the quarantine period?

Final

21. What has the hotel's responsiveness been like? Have you had any trouble getting food, having laundry done, room servicing etc.?

22. Do you have any other needs that we may be able to help you with?

23. Do you have any other concerns?

--

--

End of survey

Thank you for your time today. We will contact you again tomorrow.

Office use only

1. Referral details

Nurse	
Authorised officer	
Complex Client Specialist	
Other	

2. NOTES:

3. Enter on spreadsheet

- Any referrals or issues
- Short or long survey for the next call contact (short may be by text message so they will need a mobile phone number)
- Safe word documented
- Make note of mobile number or if they don't have one.

Appendix 6 – Scripts for physical distancing call centre

Detail to be added about certain scenarios, including for funeral-related questions.

Appendix 7 – Direction and detention notice – Solo Children

DIRECTION AND DETENTION NOTICE

SOLO CHILDREN

Public Health and Wellbeing Act 2008 (Vic)

Section 200

1. Reason for this Notice

- (2) You have arrived in Victoria from overseas, on or after midnight on 28 March 2020.
- (3) A state of emergency has been declared under section 198 of the *Public Health and Wellbeing Act 2008 (Vic)* (the **Act**), because of the serious risk to public health posed by COVID-19.
- (4) In particular, there is a serious risk to public health as a result of people travelling to Victoria from overseas. People who have been overseas are at the highest risk of infection and are one of the biggest contributors to the spread of COVID-19 throughout Victoria.
- (5) You will be detained at the hotel specified in clause 2 below, in the room specified in clause 2 below, for a period of 14 days, because that is reasonably necessary for the purpose of eliminating or reducing a serious risk to public health, in accordance with section 200(1)(a) of the Act.
- (6) Having regard to the medical advice, 14 days is the period reasonably required to ensure that you have not contracted COVID-19 as a result of your overseas travel.
- (7) You must comply with the directions below because they are reasonably necessary to protect public health, in accordance with section 200(1)(d) of the Act.
- (8) The Chief Health Officer will be notified that you have been detained. The Chief Health Officer must advise the Minister for Health of your detention.

Note: These steps are required by sections 200(7) and (9) of the Act.

2. Place and time of detention

- (9) You will be detained at:

Hotel: _____ (to be completed at place of arrival)

Room No: _____ (to be completed on arrival at hotel)

- (10) You will be detained until: _____ on ____ of _____ 2020.

3. Directions — transport to hotel

- (11) You must **proceed immediately to the vehicle** that has been provided to take you to the hotel, in accordance with any instructions given to you.
- (12) Once you arrive at the hotel, **you must proceed immediately to the room** you have been allocated above in accordance with any instructions given to you.

4. Conditions of your detention

- (13) **You must not leave the room in any circumstances**, unless:

(c) you have been granted permission to do so:

(i) for the purposes of attending a medical facility to receive medical care; or

- (ii) where it is reasonably necessary for your physical or mental health; or
- (iii) on compassionate grounds; or
- (d) there is an emergency situation.

(14) **You must not permit any other person to enter your room**, unless the person is authorised to be there for a specific purpose (for example, providing food or for medical reasons).

(15) Except for authorised people, the only other people allowed in your room are people who are being detained in the same room as you.

(16) You are permitted to communicate with people who are not staying with you in your room, either by phone or other electronic means.

Note: An authorised officer must facilitate any reasonable request for communication made by you, in accordance with section 200(5) of the Act.

(17) If you are under 18 years of age your parent or guardian is permitted to stay with you, but only if they agree to submit to the same conditions of detention for the period that you are detained.

5. Review of your detention

Your detention will be reviewed at least once every 24 hours for the period that you are in detention, in order to determine whether your detention continues to be reasonably necessary to eliminate or reduce a serious risk to public health.

Note: This review is required by section 200(6) of the Act.

6. Special conditions because you are a solo child

Because your parent or guardian is not with you in detention the following additional protections apply to you:

- (a) We will check on your welfare throughout the day and overnight.
- (b) We will ensure you get adequate food, either from your parents or elsewhere.
- (c) We will make sure you can communicate with your parents regularly.
- (d) We will try to facilitate remote education where it is being provided by your school.
- (e) We will communicate with your parents once a day.

7. Offence and penalty

(19) It is an offence under section 203 of the Act if you refuse or fail to comply with the directions and requirements set out in this Notice, unless you have a reasonable excuse for refusing or failing to comply.

(20) The current penalty for an individual is \$19,826.40.

Name of Authorised Officer: _____

As authorised to exercise emergency powers by the Chief Health Officer under section 199(2)(a) of the Act.

Appendix 8 – Guidelines for Authorised Officers (Unaccompanied Minors)

Guidelines for Authorised Officers - Ensuring physical and mental welfare of international arrivals in individual detention (unaccompanied minors)

Introduction

You are an officer authorised by the Chief Health Officer under section 199(2)(a) of the *Public Health and Wellbeing Act 2008* (Vic) to exercise certain powers under that Act. You also have duties under the *Charter of Human Rights and Responsibilities Act 2006* (Vic) (**Charter**).

These Guidelines have been prepared to assist you to carry out your functions in relation to Victorian unaccompanied minors who have arrived in Victoria and are subject to detention notices, requiring them to self-quarantine in a designated hotel room for 14 days in order to limit the spread of Novel Coronavirus 2019 (**2019-nCoV**) where no parent, guardian or other carer (**parent**) has elected to join them in quarantine (a **Solo Child Detention Notice**).

As part of your functions, you will be required to make decisions as to whether a person who is subject to a Solo Child Detention Notice should be granted permission to leave their room:

- for the purposes of attending a medical facility to receive medical care; or
- where it is reasonably necessary for their physical or mental health; or
- on compassionate grounds.

Authorised Officers are also required to review the circumstances of each detained person at least once every 24 hours, in order to determine whether their detention continues to be reasonably necessary to eliminate or reduce a serious risk to public health.

Your obligations under the *Charter of Human Rights and Responsibilities Act 2006*

You are a public officer under the Charter. This means that, in providing services and performing functions in relation to persons subject to a Detention Notice you must, at all times:

- act compatibly with human rights; and
- give 'proper consideration' to the human rights of any person(s) affected by your decisions.

How to give 'proper consideration' to human rights

'Proper consideration' requires you to:

- **first**, understand in general terms which human rights will be affected by your decisions (these rights are set out below under 'relevant human rights');
- **second**, seriously turn your mind to the possible impact of your decisions on the relevant individual's human rights, and the implications for that person;
- **third**, identify the countervailing interests (e.g. the important public objectives such as preventing the further spread of 2019-nCoV, which may weigh against a person's full enjoyment of their human rights for a period of time); and
- **fourth**, balance the competing private and public interests to assess whether restricting a person's human rights (e.g. denying a person's request to leave their room) is justified in the circumstances.

Relevant human rights

The following human rights protected by the Charter are likely to be relevant to your functions when conducting daily wellbeing visits and when assessing what is reasonably necessary for the physical and mental health of children who are subject to Solo Child Detention Notices:

- The right of **children** to such protection as is in their best interests (s 17(2)). As the Solo Child Detention Notices detain children in circumstances where no parent has elected to join them in quarantine, greater protection must be provided to these children in light of the vulnerability that this creates. Where possible the following additional protection should be provided:
 - You should undertake two hourly welfare checks while the child is awake and once overnight. You should ask the child to contact you when they wake each morning and let you know when they go to sleep so that this can be done.
 - You should ask the child if they have any concerns that they would like to raise with you at least once per day.
 - You should contact the child's parents once per day to identify whether the parent is having contact with the child and whether the parent or child have any concerns.
 - You should ensure that where the child does not already have the necessary equipment with them to do so (and their parent is not able to provide the necessary equipment) the child is provided with the use of equipment by the department to facilitate telephone and video calls with their parents. A child must not be detained without an adequate means of regularly communicating with their parents.
 - You should ensure that where the child does not already have the necessary equipment with them to do so (and their parent is not able to provide the necessary equipment) the child is provided with the use of equipment by the department to participate in remote education if that is occurring at the school they are attending. Within the confines of the quarantine you should obtain reasonable assistance for the child in setting up that computer equipment for use in remote education.
 - You should allow the child's parents to bring them lawful and safe items for recreation, study, amusement, sleep or exercise for their use during their detention. This should be allowed to occur at any time within business hours, and as many times as desired, during the detention.
- The rights to **liberty** (s 21) and **freedom of movement** (s 12), and the right to **humane treatment when deprived of liberty** (s 22). As the Solo Child Detention Notices deprive

children of liberty and restrict their movement, it is important that measures are put in place to ensure that the accommodation and conditions in which children are detained meet certain minimum standards (such as enabling parents to provide detained children with food, necessary medical care, and other necessities of living). It is also important that children are not detained for longer than is reasonably necessary.

- **Freedom of religion** (s 14) and **cultural rights** (s 19). Solo Child Detention Notices may temporarily affect the ability of people who are detained to exercise their religious or cultural rights or perform cultural duties; however, they do not prevent detained persons from holding a religious belief, nor do they restrict engaging in their cultural or religious practices in other ways (for example, through private prayer, online tools or engaging in religious or cultural practices with other persons with whom they are co-isolated). Requests by children for additional items or means to exercise their religious or cultural practices will need to be considered and accommodated if reasonably practicable in all the circumstances.
- The rights to **recognition and equality before the law**, and to **enjoy human rights without discrimination** (s 8). These rights will be relevant where the conditions of detention have a disproportionate impact on detained children who have a protected attribute (such as race or disability). Special measures may need to be taken in order to address the particular needs and vulnerabilities of, for example Aboriginal persons, or persons with a disability (including physical and mental conditions or disorders).
- The rights to **privacy, family and home** (s 13), **freedom of peaceful assembly** and **association** (s 16) and the **protection of families** (s 17). Solo Child Detention Notices are likely to temporarily restrict the rights of persons to develop and maintain social relations, to freely assemble and associate, and will prohibit physical family unification for those with family members in Victoria. Children's rights may be particularly affected, to the extent that a Solo Child Detention Notice results in the interference with a child's care and the broader family environment. It is important, therefore, to ensure children subject to Solo Child Detention Notices are not restricted from non-physical forms of communication with relatives and friends (such as by telephone or video call). Requests for additional items or services to facilitate such communication (e.g. internet access) will need to be considered and accommodated if reasonably practicable in all the circumstances.

Whether, following 'proper consideration', your decisions are compatible with each these human rights, will depend on whether they are reasonable and proportionate in all the circumstances (including whether you assessed any reasonably available alternatives).

General welfare considerations

All persons who are deprived of liberty must be treated with humanity and respect, and decisions made in respect of their welfare must take account of their circumstances and the particular impact that being detained will have on them. Mandatory isolation may, for some people, cause greater hardship than for others – when performing welfare visits you will need to be alert to whether that is the case for any particular person.

In particular, anxieties over the outbreak of 2019-nCoV in conjunction with being isolated may result in the emergence or exacerbation of mental health conditions amongst persons who are subject to Detention Notices. If you have any concerns about the mental health of a detained person, you should immediately request an assessment of mental health be conducted and ensure appropriate support is facilitated. Hotel rooms are not normally used or designed for detention, so you should be aware that a

person who is detained in a hotel room could have greater opportunity to harm themselves than would be the case in a normal place of detention.

Additional welfare considerations for children

Children differ from adults in their physical and psychological development, and in their emotional and educational needs. For these reasons, children who are subject to Solo Child Detention Notices may require different treatment or special measures.

In performing functions and making decisions with respect to a detained person who is a child, the best interests of the child should be a primary consideration. Children should be given the opportunity to conduct some form of physical exercise through daily indoor and outdoor recreational activities. They should also be provided with the ability to engage in age-appropriate activities tailored to their needs. Each child's needs must be assessed on a case-by-case basis. Requests for items or services to meet the needs of individual children will need to be considered and accommodated if reasonably practicable in all the circumstances. Where available, primary school age children should be allocated rooms that have an outside area where it is safe for active physical play to occur (not a balcony) and consideration should be given to allowing small children access to any larger outdoor areas that are available within the hotel, where possible within relevant transmission guidelines. Although each child's needs must be assessed daily and individually, it can be assumed that it will have a negative effect on a child's mental health to be kept in the same room or rooms for two weeks without access to an adequate outdoor area in which to play.

Balancing competing interests

However, the best interests of children and the rights of anyone who is subject to a Solo Child Detention Notice will need to be balanced against other demonstrably justifiable ends; for example, lawful, reasonable and proportionate measures taken to reduce the further spread of 2019-nCoV. It is your role to undertake this balance in your welfare checks, based on the information and advice that you have from the department and on the information provided to you by the children that you are assessing.

Appendix 9 – Authorised Officer Occupational Health and Safety

Purpose

The purpose of this document is to provide an occupational health and safety procedure for authorised officers when attending off site locations during the current State of Emergency.

Health Emergency

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases. COVID-19 is the disease caused by a new coronavirus. It was first reported in December 2019 in Wuhan City in China.

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly which in some cases can cause death.

Compliance Activity

On 16 March 2020 a State of Emergency was declared in Victoria to combat COVID-19 and to provide the Chief Health Officer with the powers he needs to eliminate or reduce a serious risk to the public.

Under a State of Emergency, Authorised Officers, at the direction of the Chief Health Officer, can act to eliminate or reduce a serious risk to public health by detaining people, restricting movement, preventing entry to premises, or providing any other direction an officer considers reasonable to protect public health.

Using a roster-based system, you will be placed on call to exercise your authorised powers pursuant to section 199 of the *Public Health and Wellbeing Act 2008 (Act)*. **Your compliance role is only to exercise the powers under section 199 of the Act, any arrests, including moving people into detainment or physical contact with an offender suspect must be managed by Victoria Police.**

OHS

Occupational Health and Safety is a shared responsibility of both the employer and the employee. Officers must raise hazards, concerns, incidents with: **REDACTED: REDACTED | REDACTED: REDACTED**.

One of the foremost issues associated with site attendance is the 'uncontrolled environment' that exists. Officers can be exposed to infectious diseases (such as COVID-19), confrontational and/or aggressive members of the public who may be drug affected, mentally ill or intellectually impaired. The very nature of this work is likely to be perceived as invasive and can provoke a defensive response.

Risks can be minimised by maintaining routine safe work practices and proper planning. Prior to any site visit, risks and hazards should be identified and assessed.

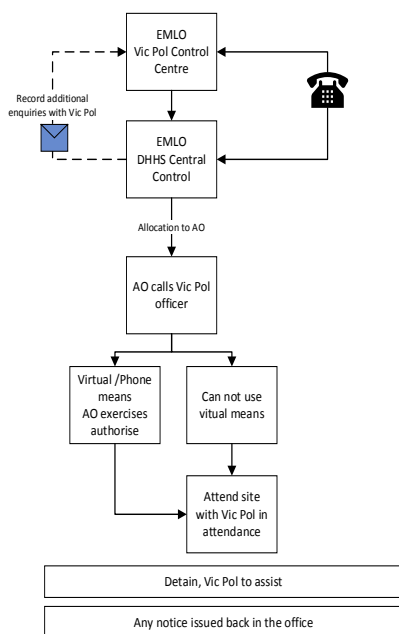
Officers and managers both have a shared responsibility for occupational health and safety. All employees have a responsibility to report and discuss hazards or perceived hazards, by bringing this to the managers attention.

Fatigue

Officers will be rostered on a rotating basis, with the aim of mitigating the risk of fatigue. Fatigue may impede decision making capability and when driving a motor vehicle to a location. When fatigue is identified please make this known to your manager.

To mitigate the risk of fatigue, officers should be aware of any fatigue they may have. A good tool to use to help officers identify their level of fatigue is to use the following calculator: <http://www.vgate.net.au/fatigue.php>

Officers are required to hold a valid motor vehicle license and are required to adhere to the requirements of the departments driving policy. Information about the departments policy can be found on the DHHS intranet site.



Risk assessment before attendance | Personal Protection

Officers must only take a direction to attend a site with the approval of the Central DHHS emergency Management Liaison Officer or DHHS duty manager. An officer must only attend a location where there is the confirmed attendance of the Victoria Police.

In the first instance, officers are required to use technology (i.e: mobile phone, Facetime, Skype) to exercise their authority. This aims to protect officers from attending an uncontrolled environment, where the risk of harm is increased.

Before attending a site, the officer should make themselves familiar with the recommendations produced by the Australian Government and the Department of Health and Human Services, in the protection against COVID-19.

Interventions are known as ‘transmission reduction, or ‘physical distancing’ measures. Officers can take the following personal measure to reduce their risk of exposure to COVID-19. Officers with pre-existing medical conditions that put them more at risk of COVID-19, should discuss this with their medical practitioner and manager.

Personal measures to reduce risk the risk of exposure to COVID-19 include:

- Stay healthy with good nutrition, regular exercise, sensible drinking, sleeping well, and if you are a smoker, quitting.
- Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, sneezing, or using the toilet. If soap and water are not readily available, use a hand sanitiser that contains at least 60 per cent alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.
- Stop shaking hands, hugging or kissing as a greeting.
- Ensure a **distance of 1.5 metres** is kept between yourself and others.
- Get vaccinated for flu (influenza) as soon as available. This could help reduce the risk of further problems. *Note: the department covers expenses for vaccines, speak to your manager for more details.*
- Clean and disinfect high touch surfaces regularly, for example: telephones, keyboards, door handles, light switches and, bench tops.

When an officer is called to attend a site, they should take a **risk-based approach** and assess the most suitable way to reduce harm to themselves. Before attending, the officer must obtain information such as:

- Is the offender(s) a positive case of COVID-19?
- Has the offender(s) been recently in close contact with a positive case of COVID-19?
- Has the offender(s) recently returned from overseas within the last 14 days?

Officers are required to use their discretion and take into account their own personal safety. The Department of Health and Human Services has provided the following PPE:

- Face mask (N95 or equivalent)
- Gloves
- Hand Sanitizer

The following is only a guide for officers to consider.

PPE	Guide
Face mask	When there is known case of COVID-19, or an offender has been recently been exposed to COVID-19
Gloves	Always
Hand Sanitizer / Soap	Always
Social Distancing of at least 1.5 meters	Always

Known risks and hazards

Hazard	Risk	Mitigate
COVID-19 infection	Serious illness / death	Follow personal protective measures
Fatigue	Impaired decisions / driving to site	In the first instance use virtual technology to perform duties Use fatigue calculator http://www.vgate.net.au/fatigue.php
Physical Injury	Low / Medium	Only attend a site with Victoria Police
Other infectious agent		Follow personal protective measures

FW: Hotel security briefing

From: "REDACTED (DHHS)" <REDACTED>
To: "Braedan Hogan (DHHS)" <REDACTED>
Cc: "Simon Crouch (DHHS)" <REDACTED>
Date: Sat, 28 Mar 2020 20:10:06 +1100
Attachments: Security in hotels - roles and responsibilities.docx (159.6 kB)

Hi Braedan

This looks fine. It will need a final check once the Directions are issued and the appendices are developed.

Regards,

REDACTED

MD MSc FAFPHM

Public Health Commander COVID-19

Health Protection Branch
 Regulation, Health Protection and Emergency Management Division
 Department of Health & Human Services
 50 Lonsdale Street, Melbourne, Victoria 3000

REDACTED

w. www.dhhs.vic.gov.au

Please note that I work from home on Wednesdays and I am contactable on my mobile.

From: Braedan Hogan (DHHS) <REDACTED>

Sent: Saturday, 28 March 2020 7:31 PM

To: REDACTED (DHHS) <REDACTED>

Subject: RE: Hotel security briefing

See attached

[Braedan Hogan](#)

[Deputy Director, Strategy and Policy](#)

Emergency Management Branch
 Regulation, Health Protection & Emergency Management Division
 Department of Health and Human Services
 50 Lonsdale Street Melbourne Victoria 3000

REDACTED

From: REDACTED (DHHS) <REDACTED>

Sent: Saturday, 28 March 2020 7:28 PM

To: Braedan Hogan (DHHS) <REDACTED>

Subject: RE: Hotel security briefing

Hi Braedan

Could you please send me the document- the attachment has been lost in the email trail.

What is the deadline for this?

Thank you

REDACTED

MD MSc FAFPHM

Public Health Commander COVID-19

Health Protection Branch
 Regulation, Health Protection and Emergency Management Division
 Department of Health & Human Services
 50 Lonsdale Street, Melbourne, Victoria 3000

REDACTED

w. www.dhhs.vic.gov.au

Please note that I work from home on Wednesdays and I am contactable on my mobile.

From: Braedan Hogan (DHHS) <REDACTED>

Sent: Saturday, 28 March 2020 6:46 PM

To: Ed Byrden (DHHS) <REDACTED>; Finn Romanes (DHHS)

<REDACTED>

Cc: REDACTED (DHHS) <REDACTED>; DHHS Emergency Communications (DHHS) <em.comms@dhhs.vic.gov.au>; Michael Mefflin (DHHS)

<REDACTED>; REDACTED (DHHS) <REDACTED>

Subject: Re: Hotel security briefing

Thanks.

REDACTED - can you please review ASAP from the public health side.

Thanks

Braedan

Braedan Hogan

Deputy Director, Strategy and Policy

Emergency Management

Department of Health and Human Services

REDACTED

From: Ed Byrden (DHHS) <REDACTED>

Sent: Saturday, March 28, 2020 6:39:46 PM

To: Braedan Hogan (DHHS) <REDACTED>; Finn Romanes (DHHS)

<REDACTED>

Cc: REDACTED (DHHS) <REDACTED>; DHHS EmergencyCommunications (DHHS) <em.comms@dhhs.vic.gov.au>; Michael Mefflin (DHHS) <REDACTED>

Subject: RE: Hotel security briefing

Thanks Braeden. This looks good.

Regards

Ed Byrden

Acting Director, Executive Services

[Executive Services Branch | Legal and Executive Services](#)

Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

REDACTED

w. www.dhhs.vic.gov.au | Intranet page: [How to engage Legal Services](#)

Executive Assistant: REDACTED

REDACTED

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From: Braedan Hogan (DHHS) <REDACTED>

Sent: Saturday, 28 March 2020 6:16 PM

To: Finn Romanes (DHHS) <REDACTED>; REDACTED (DHHS)

<REDACTED>

Cc: REDACTED (DHHS) <REDACTED>; DHHS EmergencyCommunications (DHHS) <em.comms@dhhs.vic.gov.au>; REDACTED (DHHS) <REDACTED>

Subject: FW: Hotel security briefing

For input on comms to the security providers.

Braedan

[Braedan Hogan](#)

[Deputy Director, Strategy and Policy](#)

Emergency Management Branch

Regulation, Health Protection & Emergency Management Division

Department of Health and Human Services

50 Lonsdale Street Melbourne Victoria 3000

REDACTED

From: REDACTED (DEDJTR) <REDACTED>

Sent: Saturday, 28 March 2020 5:41 PM

To: Michael Mefflin (DHHS) <REDACTED>; Braedan Hogan (DHHS)

<REDACTED>; REDACTED (DHHS) <REDACTED>;

REDACTED (DHHS) <REDACTED>

Cc: REDACTED (DEDJTR) <REDACTED>; REDACTED (DEDJTR)

<REDACTED> (DEDJTR)

<REDACTED> (DPC) REDACTED

REDACTED (DEDJTR) <REDACTED> (DEDJTR)

<REDACTED>; Unni Menon (DEDJTR) <REDACTED>;

Claire Febey (DEDJTR) <REDACTED>; REDACTED (DEDJTR)

<REDACTED>; REDACTED (DEDJTR) <REDACTED>

Subject: RE: Hotel security briefing

Hi DHHS team

Thanks for the discussions today on briefing security guards on how they should assist authorised officers to enforce the CHO's directions inside the hotels.

As discussed, you are providing written material to these security contractors so they can properly understand what their role is in enforcing these directions and who to contact if something goes wrong. In case it's helpful, we have started on a two-page Q&A document that could be sent from DHHS to these contractors. If this information is not already covered off in the material you are preparing, we suggest using this doc as a base by filling out more information or correcting anything that we have got wrong.

Note we think there are some additional important public health questions that will need to be answered for each hotel in coordination with DHHS:

- * Where can guests go in each hotel and when? Can they go to any communal or outside areas, or are they literally not meant to leave their room at all? If some movement is permitted in the hotel, this will need to be specified and agreed for each hotel depending on its facilities and layout.
- * Should hotels be amending their evacuation plans to incorporate social distancing measures? They will also need to make arrangements so that people don't enter the community if an evacuation is required, but this is more a security issue than a public health one.

So to be clear – we are working on the basis that the attached document has been handed over to you to finish off (if it's not already covered in what you're preparing).

Very happy to take calls and provide further assistance.

Thanks

REDACTED
D

Executive Director | Priority Projects Unit

Department of Jobs, Precincts and Regions

Level 36, 121 Exhibition St, Melbourne VIC 3000

REDACTED

-----Original Appointment-----

From: REDACTED (DEDJTR)

Sent: Saturday, 28 March 2020 12:43 PM

To: REDACTED (DEDJTR); Katrina Currie (DEDJTR); Michael Mefflin (DHHS); REDACTED (DEDJTR); REDACTED (DPC); Braedan Hogan (DHHS)

Cc: REDACTED (DEDJTR); REDACTED (DEDJTR); REDACTED (DHHS); REDACTED (DHHS); Nigel Coppick

Subject: Hotel security briefing

When: Saturday, 28 March 2020 2:00 PM-2:30 PM (UTC+10:00) Canberra, Melbourne, Sydney.

Where: Skype Meeting: click on the link in this invite to join

Purpose of the meeting: For DHHS to provide guidance to the security firm on the roles, responsibilities and coordination points to help manage people being detained at the hotels.

[Join Skype Meeting](#)

Trouble Joining? [Try Skype Web App](#)

[Help](#) | [Legal](#)

Any issues connecting let me know

REDACTED

Executive Director | Priority Projects Unit

Department of Jobs, Precincts and Regions

Level 36, 121 Exhibition St, Melbourne VIC 3000

REDACTED



We acknowledge the traditional Aboriginal owners of country throughout Victoria, their ongoing connection to this land and we pay our respects to their culture and their Elders past, present and future.

Government of Victoria, Victoria, Australia.

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Security consultants

Roles and responsibilities for hotel quarantine

Core duties at the hotel

Security personnel have been engaged to support authorised officers from the Victorian Department of Health and Human Services (DHHS) and Victoria Police to uphold mandatory quarantine directions from Chief Health Officer. This means ensuring the safety of quarantined guests and the people that those guests will interact with.

These duties are as follows:

- Support the Chief Health Officer, authorised officers and Victoria Police in the enforcement of the *Isolation (International Arrivals) Directions* (**Attachment A**) on the premises of the hotel.
- Ensure quarantined guests do not leave the hotel for the period of their quarantine without the permission of an authorised officer.
- Ensure that any disputes involving quarantined guests in the hotel are de-escalated without physical contact. If unable to de-escalate, Victoria Police should be contacted immediately.
- Provide advice to quarantined guests on which areas they can go to in the hotel (**Attachment B**) and ensure that this is upheld.

When do my duties start?

Victoria Police officers will be present at the hotel to meet quarantined guests upon their arrival. Once they have been checked in, Victoria Police officers will hand over to the security personnel to escort guests to their rooms and oversee their safety during their stay.

Will there be existing hotel security and how should we work with them?

You should fully coordinate and cooperate with the security and operations team at the hotel. Your manager will need to liaise with the hotel's existing security and operations team for advice on hotel layouts, access and exit points and emergency evacuation protocols.

Who should I contact if I don't know the answer to a guest's question?

If a **guest has a question** about their quarantine, they should contact a **dedicated information line at [insert number]** which will answer any queries guests may have.

If a security team member has a question about how to ensure the safety of guests and uphold the Chief Health Officers directions, speak to your manager. If they are unable to provide an answer, your manager should contact **[insert contact name and number]** at DHHS.

Are quarantined guests allowed to leave the hotel?

As stated in the *Isolation (International Arrivals) Directions*, quarantined guests are not allowed to leave the grounds of the hotel for the duration of their quarantine.

Are quarantined guests allowed to visit other areas of the hotel or use the hotel facilities?

This will be dependent on the policy of the individual hotel as directed by an authorised officer. The details of movement within each hotel is set out in **Attachment B**.

In the event that guests are not allowed to use hotel facilities or travel to other parts of the hotel, you should inform guests of this if they ask. If they do not comply, your manager should contact Victoria Police.

Are friends and family of guests allowed to visit people who are quarantined at the hotel?

No. As stated in the *Isolation (International Arrivals) Directions*, apart from medical professionals in an emergency situation, the only other external parties who can enter the hotel to see a quarantined guest are the parents, guardians or temporary carers of quarantined guests under 18 years old. All other external parties are not permitted to visit quarantined guests.

Can I use physical contact in the enforcement of my duties?

Manhandling of quarantined individuals is not permitted at any time. Any disputes that cannot be de-escalated verbally should be referred to your manager who will contact Victoria Police directly. The Victoria Police contact is **[contact name and number]**.

What happens in the event of an evacuation?

Your security team, the hotel, Victoria Police and the Melbourne Fire Brigade will need to establish evacuation protocols that ensure the safety of all people in the hotel and, where possible, ensure social distancing requirements are met.

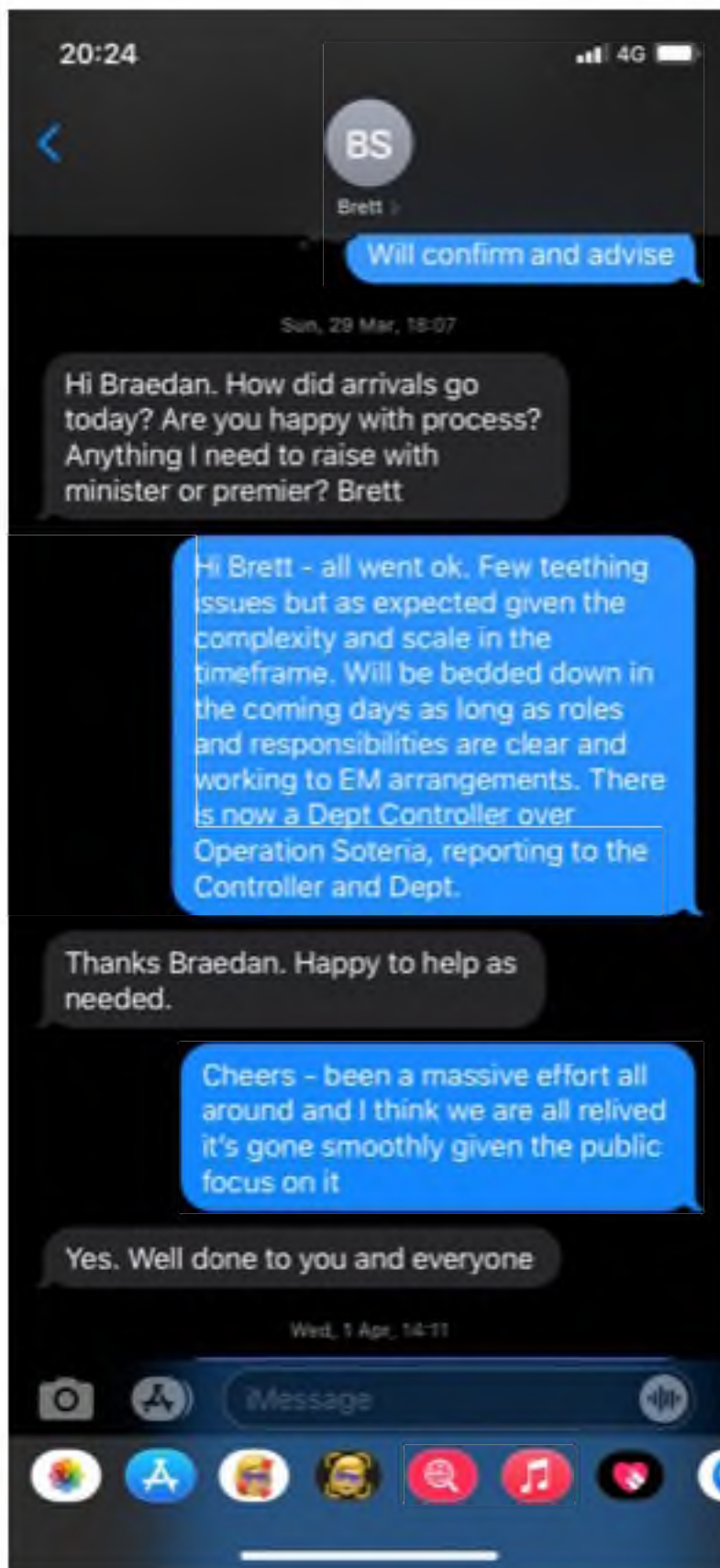
What should I do if medical assistance is required

A 24 hour nurse service will be stationed at the hotel. Their contact number is **[contact number]**.

If it is emergency call 000.

What about social support for guests who need help?

Red Cross members will be on site to provide additional support where needed. The key contact for Red Cross is **[contact name and number]**.





Brett >

Will confirm and advise

Sun, 29 Mar, 18:07

Hi Braedan. How did arrivals go today? Are you happy with process? Anything I need to raise with minister or premier? Brett

Hi Brett - all went ok. Few teething issues but as expected given the complexity and scale in the timeframe. Will be bedded down in the coming days as long as roles and responsibilities are clear and working to EM arrangements. There is now a Dept Controller over Operation Soteria, reporting to the Controller and Dept.

Thanks Braedan. Happy to help as needed.

Cheers - been a massive effort all around and I think we are all relieved it's gone smoothly given the public focus on it

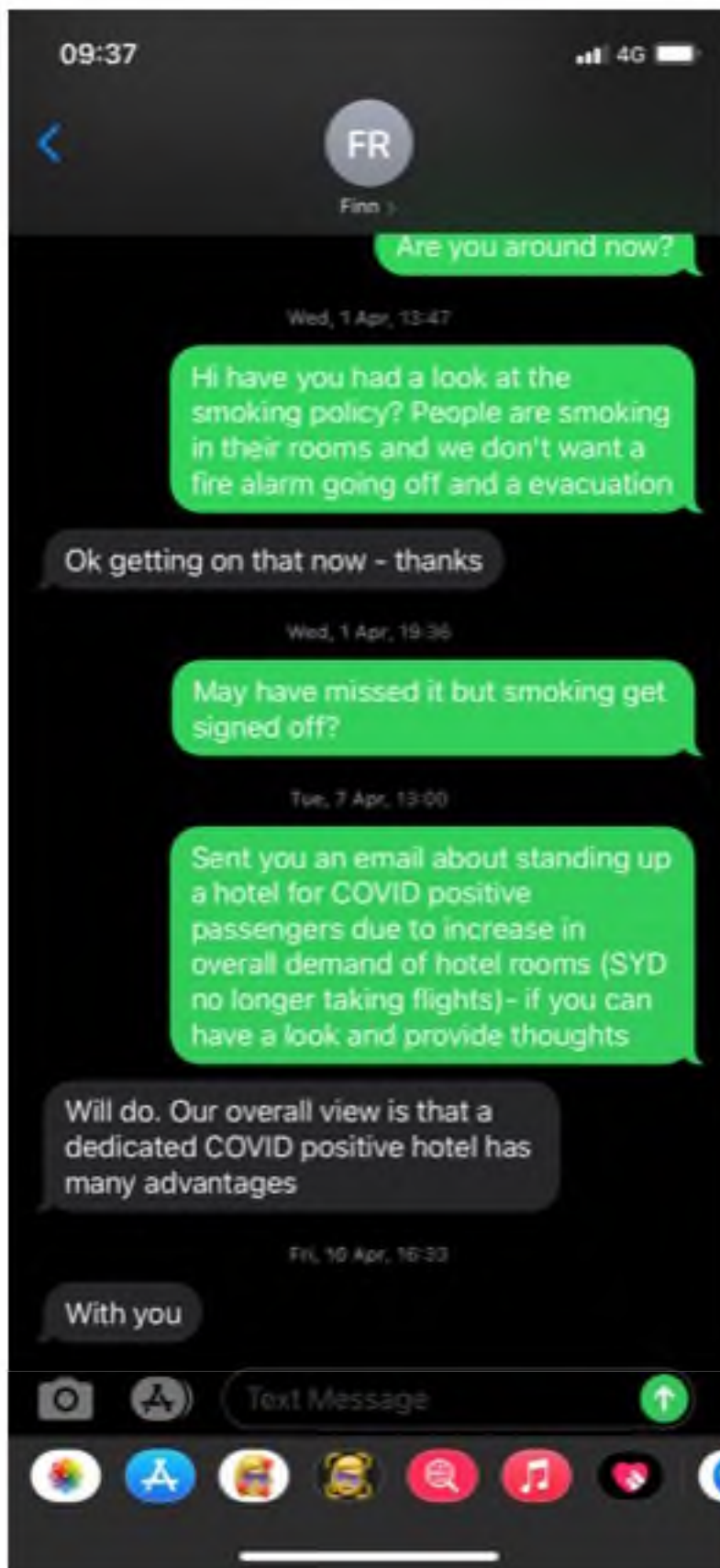
Yes. Well done to you and everyone

Wed, 1 Apr, 14:11



Message







Finn

Are you around now?

Wed, 1 Apr, 13:47

Hi have you had a look at the smoking policy? People are smoking in their rooms and we don't want a fire alarm going off and a evacuation

Ok getting on that now - thanks

Wed, 1 Apr, 18:26

May have missed it but smoking get signed off?

Tue, 7 Apr, 13:00

Sent you an email about standing up a hotel for COVID positive passengers due to increase in overall demand of hotel rooms (SYD no longer taking flights) - if you can have a look and provide thoughts

Will do. Our overall view is that a dedicated COVID positive hotel has many advantages

Fri, 10 Apr, 16:33

With you



Text Message



Operation Soteria Plan - Follow up Request

From: "Jason Helps (DHHS)" <[REDACTED]>
To: "Finn Romanes (DHHS)" <[REDACTED]>, "Simon Crouch (DHHS)" <[REDACTED]>, "Andrea Spiteri (DHHS)" <[REDACTED]>
Cc: "Braedan Hogan (DHHS)" <[REDACTED]> <[REDACTED]> (DHHS) <[REDACTED]>, "Merrin Bamert (DHHS)" <[REDACTED]>, "Pam Williams (DHHS)" <[REDACTED]>
Date: Mon, 13 Apr 2020 20:25:10 +1000
Attachments: RE: Operations plan (274.94 kB); Fw: Operation Soteria (81.92 kB); Operations Plan - Operation Soteria - 28 March 2020 v1_0 - final_docx_aspx.mht (201.84 kB)

Dear Public Health Commander,

I write in response to the below email to the State Controller and Dep State Controller in relation to a formal request from the Chief Health Officer and Dep CHO.

The State Controller, as formally requested, forwarded a plan to the Public Health Commander for review on **Friday 10 April**.

As per the attached email on Sat 11 April the Public Health Commander (Finn) responded that the plan required further work (without specifics), I subsequently requested the Public Health Commander provide comments into the document or provide a resource to work with our team to complete the plan.

On Sunday 12 April via attached email I advised Public Health Commander (Simon) that the plan was still sitting with Finn for specific feedback or a resource to capture Public Health content.

I know this has been a particularly busy period, however given the considerable concern raised by PHC in the original email I request a Public Health resource or comments be provided back to the State Controller as a matter of priority to assist in the completion of this plan.

The operational cell of Operation Soteria will move to the Fitzroy office from tomorrow under a dedicated DHHS Commander (Operation Soteria) and this plan will be the guiding principles of that operation.

Andrea will return to the State Controller role tomorrow if you require any clarity in relation to the plan or request.

Regards Jason

Jason Helps

Deputy Director Emergency Operations and Capability | Emergency Management Branch
 Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

[\[REDACTED\]](mailto:[REDACTED])
www.dhhs.vic.gov.au | www.emergency.vic.gov.au | <https://twitter.com/VicGovDHHS>

From: Finn Romanes (DHHS) <[REDACTED]>
Sent: Thursday, 9 April 2020 4:54 PM
To: Andrea Spiteri (DHHS) <[REDACTED]>; Chris Eagle (DELWP) <[REDACTED]>
Cc: Pam Williams (DHHS) <[REDACTED]>; [REDACTED] (DHHS) <[REDACTED]>; Braedan Hogan (DHHS) <[REDACTED]>; Meena Naidu (DHHS) <[REDACTED]>; Merrin Bamert (DHHS) <[REDACTED]>; Jacinda de Witts (DHHS) <[REDACTED]>; Annaliese Van Diemen (DHHS) <[REDACTED]>; Brett Sutton (DHHS) <[REDACTED]>
Subject: Request - Governance and Planning for Mandatory Quarantine Programme (aka Operation Soteria)
Importance: High

Dear State Controller and Deputy State Controller

There has been a range of good work by colleagues across DELWP, DHHS, EMV and elsewhere to bring into effect – at short notice – a mandatory quarantine (detention) programme in relation to COVID-19 since midnight Saturday 29 March, including that a number of people have been placed into mandatory quarantine.

There appears to be a lack of a unified plan for this program, and there is considerable concern that the lead roles have not had an opportunity to be satisfied there is a policy and set of processes to manage the healthcare and welfare of detainees, for whom this program is accountable.

There are now a considerable complexity and considerable risk that unless governance and plans issues are addressed there will be a risk to the health and safety of detainees.

Governance

The Chief Health Officer and Deputy Chief Health Officer are formally requesting an urgent review governance of the mandatory quarantine (detention) programme, also known as Operation Soteria, to be conducted this afternoon, with **new and clear arrangements to be established by 8pm this evening**. These arrangements should provide for:

- * A clear lead, who could remain the Deputy State Controller Health (currently Chris Eagle)
- * A direct line of accountability to the Deputy Chief Health Officer of all sectors of the response, as the role that is legally responsible for this detention regime
- * A sector for healthcare and welfare (including a clearly named lead role, which could be the Deputy State Health Coordinator)
- * A sector for compliance (which could be the Executive Lead Compliance)
- * A sector logistics, including accommodation and transport (which could be Pam William's role or wrap in other agencies as well).

Plan for the mandatory quarantine program (aka Operation Soteria)

The Chief Health Officer and Deputy Chief Health Officer require a **single plan to be produced for review by 10am tomorrow morning Friday 10 April**. This plan must include:

- * Arrangements for provision of healthcare and welfare to people in mandatory quarantine;
- * Arrangements for compliance oversight and operations in relation to people in mandatory quarantine;
- * Arrangements for logistics including accommodation and transport.

The plan will require endorsement by the Deputy Chief Health Officer (Public Health Commander) before provision to any overall lead officer. The plan will need to show all processes and policy decisions, and manage health and safety of detainees.

It should provide for ways that the Public Health Commander can receive up to date reports on the health and welfare of all detainees.

We are very grateful for all the hard work of the team, and appreciate your help in advance for establishing these necessary steps in the governance and oversight of this program.,

Regards

Finn
 Dr Finn Romanes
 Deputy Public Health Commander - Planning

Novel Coronavirus Public Health Emergency

REDACTED

Department of Health and Human Services
State Government of Victoria

RE: Operations plan

From: "Jason Helps (DHHS)" <REDACTED>
To: "Simon Crouch (DHHS)" <REDACTED>
Cc: "Andrea Spiteri (DHHS)" <REDACTED>
Date: Sun, 12 Apr 2020 11:09:51 +1000
Attachments: Fw_ Minutes from Operation Soteria meeting 10_4_2020.msg (144.38 kB); Fw_ Operation Soteria.msg (81.92 kB)

Hi Simon,

The current version of Operation Soteria sits with Finn for Public Health Commander specific feedback or a resource to work with us to add PH content , see attached emails, along with the Comms plan which we are still awaiting.

Regards

Jason Helps

Deputy Director Emergency Operations and Capability | Emergency Management Branch
Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000


REDACTED
www.dhhs.vic.gov.au | www.emergency.vic.gov.au | <https://twitter.com/VicGovDHHS>

From: Simon Crouch (DHHS) <REDACTED>
Sent: Sunday, 12 April 2020 9:30 AM
To: Jason Helps (DHHS) <REDACTED>
Subject: Operations plan

Hi Jason

Annaliese mentioned that she was sent a draft of v2 of the operational plan for Operation Soteria. Please can you forward onto me (as well as v1 which it is replacing)?

Thanks
Simon

Dr Simon Crouch BA MBBS MA MPH PhD FAFPHM
COVID-19 Public Health Commander
Health Protection Branch | Regulation, Health Protection and Emergency Management
Department of Health and Human Services | 50 Lonsdale Street, Melbourne, Victoria 3000
REDACTED
w. www.dhhs.vic.gov.au |  he/him

Fw: Minutes from Operation Soteria meeting 10/4/2020

From: "SCC-Vic (State Controller Health)" <sccvic.sctrl.health@scc.vic.gov.au>
To: "Jason Helps (DHHS)" <REDACTED>
Date: Sun, 12 Apr 2020 11:03:05 +1000
Attachments: Op Soteria Minutes-2020-04-10-1330hrs.docx (66.16 kB)

SCC-Vic (State Controller - Health)

State Control Centre | 8 Nicholson Street East Melbourne Victoria 3002
 Ph:1300 368 722 (1300 EMV SCC) | Fax: 1300 13 4488 | DX: 210098
 Email: sccvic.sctrl.health@scc.vic.gov.au | Web: <https://cop.em.vic.gov.au>

From: SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
Sent: Friday, 10 April 2020 5:37 PM
To: Finn Romanes (DHHS) <REDACTED>
Subject: Fw: Minutes from Operation Soteria meeting 10/4/2020

Hi Finn,

Can you please send through the Communications piece that was mentioned at the 1330 hrs tele conference, so I can distribute this to the wider group.

Thank you

REDACTED

SCC-Vic (State Controller - Health)

State Control Centre | 8 Nicholson Street East Melbourne Victoria 3002
 Ph:1300 368 722 (1300 EMV SCC) | Fax: 1300 13 4488 | DX: 210098
 Email: sccvic.sctrl.health@scc.vic.gov.au | Web: <https://cop.em.vic.gov.au>

From: SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
Sent: Friday, 10 April 2020 5:11 PM
To: operationsoteria@em.vic.gov.au <operationsoteria@em.vic.gov.au>
Cc: SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
Subject: Minutes from Operation Soteria meeting 10/4/2020

Dear all

Please find attached the minutes from today's (10/4/2020) Operation Soteria meeting.

Kind regards

REDACTED

On behalf of

REDACTED

SCC-Vic (Deputy State Response Controller Health)

State Control Centre | 8 Nicholson Street East Melbourne Victoria 3002
 Ph:1300 368 722 (1300 EMV SCC) | Fax: 1300 13 4488 | DX: 210098
 Email: sccvic.srctrl@scc.vic.gov.au | Web: <https://cop.em.vic.gov.au>

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Operation Soteria
Op.Soteria-Minutes-2020-04-10-1330hrs



EM-COP Library Filename – { FILENAME * MERGEFORMAT }

Operation Soteria

Meeting Details			
Meeting Date	Friday 10 April 2020	Start	1330hrs
Teleconference	9037 8885	End	1414hrs
Location	State Control Centre, Bogong Room		
Minutes	SRC Executive Support		
Members	Name	Members	Name
Deputy State Controller – Op Soteria (Chair)	REDACTED	DOT	REDACTED
EMC	REDACTED (Deputy EMC)	VicPol	REDACTED
Public Health Commander	Finn Romanes (FR)	DPC	REDACTED
DHHS	Braedan Hogan (BH) <i>(DHHS Agency Command)</i> Pam Williams (PW) Menna Naidu (MN) <i>(Quarantine Exemptions)</i>	SCC Comms	REDACTED
DHHS (Airport)	REDACTED	AFP	REDACTED
DJPR	Claire Febey (CF) Rachaele May (RM)	Assurance and Learning	

Actions from Previous Meetings

No	Meeting Date	Action	Assigned to	Due Date
1.1	3/4/2020	<p>DPC/EMC to identify contacts to assist in gaining information on numbers of Australians returning home and capacity trigger points for all jurisdictions.</p> <p><i>6/4/2020 - Home Affairs will pursue with ADF better intelligence on flight arrivals.</i></p> <p><i>7/4/2020 – Two parts to this action now with the first component being completed that better reporting for numbers are being received from DFAT.- COMPLETE.</i></p>	EMC	COMPLETED part 1 – DFAT flight and passenger numbers.
1.2		<p>DPC/EMC to follow-up the quarantine expectations in other jurisdiction once passengers have completed their quarantine in Victoria.</p> <p><i>9/4/2020 – EMC mentioned at SCT that he was expecting a spreadsheet to be shared later today that that provided the jurisdictional quarantine requirements. – IN PROGRESS</i></p> <p><i>10/4/2020 – RE will follow up and confirm ASAP.</i></p>		In PROGRESS Part 2



3.	5/4/2020	<p>Exit process to be developed by multiple agencies in anticipation of individuals leaving hotel quarantine.</p> <p><i>7/4/2020 – Hope to be finalised this afternoon. BH to follow up today.</i></p> <p><i>9/4/2020 – Still being finalised. Hope to have it complete by tomorrow.</i></p> <p><i>10/4/2020 – PW still working through process, awaiting approval on pieces of Comms for guests.</i></p> <p><i>FR – DPC Comms have just given approval. Will send in shortly.</i></p> <p>RED – please send in to SCC so it can be circulated with minutes.</p>	DHHS/DJPR	In PROGRESS
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Item	Subject
1.	<p data-bbox="312 468 600 495">Situational Awareness</p> <p data-bbox="312 514 719 541">Deputy State Controller - Health</p> <ul data-bbox="360 564 1433 973" style="list-style-type: none"> <li data-bbox="360 564 1177 592">• We need to ensure Actions are followed up promptly and shared. <li data-bbox="360 596 1366 656">• As of the 28th of March until today, there has been 52 flights, 2,503 transferred to quarantine, 5 in Hospital, 31 exemptions issued. <li data-bbox="360 661 1294 688">• BH – data needs further work as it is including commonwealth exemptions. <li data-bbox="360 693 1433 812">• MN – Commonwealth makes some border decisions, Victoria makes its own decisions around detention. In some cases we have aligned with decisions made at the National level, but in other cases we have varied and it has been accepted at the National level that States and Territories aren't bound. <li data-bbox="360 817 1410 877">• FR – Commonwealth works through the State on exemptions. No Parallel exemption process. <li data-bbox="360 881 1374 941">• RE – Will chat with BH offline, we need to clarify these figures, the EMC has been following up on them today. <li data-bbox="360 945 1011 973">• This morning 3 flights were expected with 376 pax.

2.

Operations

Key issues, pressure points, dependencies and information sharing

DHHS

- **BH** – Planning for influx in passengers who have been repatriated, a number of flights from Deli, we also had a large flight from Peru with 270 pax. Travelodge Docklands stood up today, with a pipeline of hotels to come on over next 4-5 days (Batman Hill city, Rydges which will be a COVID-19 positive with the Uruguay flight, Travelodge Southbank)
- Opaqueness around flight data and details we have been receiving from DFAT and Border Force.
- Uruguay flight is arriving at 0640 Sunday morning, planning well progressed and will be shared with Key Stakeholders. Rydges will be almost filled with the 113 passenger arrival, noting 15 are on-flying to NZ. Finalising formal model of care for the passengers, with 24 hour Doctors and Nurses on site.
- **FR** – Deputy CHO is concerned about tightening up the governance arrangements around the legal program being run. I have been asked to work with **R** to tighten up the governance arrangements and ensure one plan is established across the streams of healthcare and welfare, compliance and also logistics.
- **FR** - Also we are the authorisers of people in quarantine and release of people.
- **R** – Draft revised operational plan sent out to some for feedback by Saturday Arvo.
- **MN** – There are increasing numbers of complex scenarios in hotels, requiring permissions to move to hospitals or other facilities. In some cases the hotel environment is not suitable for individuals and we have had to make alternate arrangements. Increasing numbers of unaccompanied minors transiting through who don't have a guardian with them.
- **MN** - Challenges getting enough AO's on the ground, we have been going through a recruitment process for an additional 100 in total.
- **R** – DOT looking to try and support but we need more information on role and permission. **MN** – will send details.
- **RE** – This morning went smoothly besides the one medical exception.

DJPR - CF

- Site visit conducted at Batman Hill on Collins Street, concerns re small rooms, balconies and safety concerns on gas cook tops. Better suited for accommodation of healthcare and other first responding workers.
- Novotel on Collins and Travel Lodge South Bank are being activated.
- Inspection today at the Marriott which is looking highly suitable.
- If all flights from Deli (some still TBC) come in, we will have a challenging position in terms of hotel supply. We will not be contracting the Grand Hyatt.
- We are actively looking at the Novotel South Wharf, Holiday Inn on Flinders and the Victoria Hotel.
- Can we provide advice that the 3 flights be split across the ports accepting repatriation flights (Cairns, Brisbane and Melbourne) Consider seeking to negotiate proactively around how they are distributed across jurisdictions.
- In terms of the Rydges Hotel taking the Uruguay passengers which consists of some COVID-19 confirmed cases. DHHS will lead this service, DJPR will not have the usual on ground presence but will provide advice on what it can help with.
- Provision of onsite Nurse contact details is vital.
- Will discuss with BH operationalising new policies coming online at the direction of the CHO. Changes recently in the provision of food deliveries for people at significant risk

File
Version

{ FILENAME } of food allergies and the exercise policy. We need to have an implementation plan across each hotel so that they can be activated. Printed { DATE \@ "d/MM/yyyy" } * MERGEFORMAT }
 { TIME \@ "h:mm" } * MERGEFORMAT }

- **BH** – Will ensure the phones are pre purchased and details provided for nurses.
- **BH** – Regarding the implementation of policies, we are looking at job cards and briefings. Also looking at pre-deployment briefings as well to improve this area, and considering arranging a lead over 3 hotels.
- **FR** – Operational Plan high level, request any information produced for provision to people in detention be provided to the Public Health Command for approval.
- **CF** – Working with DHHS on drafting material, BH can you include additional contacts for the distribution list regarding operational



3.	<p>Planning</p> <p><i>Forward look at following day/s</i></p> <ul style="list-style-type: none"> •
4.	<p>Health and Wellbeing (staff and travellers)</p> <ul style="list-style-type: none"> • CF – could DHHS ensure correct PPE messaging is used on a site by site basis? • BH - will take on board, today we instigated partnering/buddying experienced Team Leaders with new Team Leaders for the 1st shift. Hopefully that will tighten things up, along with other actions that I have articulated are in train.
5.	<p>Communication</p> <ul style="list-style-type: none"> • RE – What is the consideration for Public Safety information in the Comms Plan with the flight coming in from Uruguay? Potential media crowding outside Hotels. Also messaging to families who may be coming into collect people departing on Sunday. • R – Duly noted, comms are engaged in this process.
6.	<p>Other Business</p> <ul style="list-style-type: none"> • RE – Do we know the numbers of people leaving Sunday? • PW – 462, DJPR are calling all today to establish where it is they need to go. We expect advice later today. • CF – will follow up on volume of calls made. PW could you share the process mapping with agencies so they can have some input. • ACTION – PW to share process mapping for people departing hotels. • RE – Keen to see process for those departing Hotels on Sunday, ensure everyone is getting to see what they need to see and comment on.
7.	Next Scheduled Meeting – 1330hrs, Saturday 11 April 2020

Actions

No	Action	Assigned to	Due Date
1.	Distribute process mapping for people leaving hotels with Ops Soteria group for information and comment.	PW	11/4/2020

Fw: Operation Soteria

From: "SCC-Vic (State Controller Health)" <sccvic.sctrl.health@scc.vic.gov.au>
To: "Jason Helps (DHHS)" <[REDACTED]>
Date: Sun, 12 Apr 2020 11:03:33 +1000

SCC-Vic (State Controller - Health)

State Control Centre | 8 Nicholson Street East Melbourne Victoria 3002
 Ph: 1300 368 722 (1300 EMV SCC) | Fax: 1300 13 4488 | DX: 210098
 Email: sccvic.sctrl.health@scc.vic.gov.au | Web: <https://cop.em.vic.gov.au>

From: SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
Sent: Saturday, 11 April 2020 8:46 AM
To: [REDACTED] <[REDACTED]>; Finn Romanes (DHHS) <[REDACTED]>; [REDACTED] (DHHS) <[REDACTED]>
Subject: Re: Operation Soteria

Good Morning Finn,

It is agreed that more work is needed, it would be helpful if you could provide comments into the document where you have a view on deficiencies or provide a resource to work with the DHHS Commander on this today.

Unfortunately we are all time poor and have competing priorities and need to consult to ensure all agencies are comfortable with the plan, working together today on this would ensure both PHC and SCT are sufficiently comfortable with the final product.

I look forward to either your specific comments or a resource to progress this.

Regards

Jason Helps

Deputy Director Emergency Operations and Capability | Emergency Management Branch
 Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

[REDACTED]
www.dhhs.vic.gov.au | www.emergency.vic.gov.au | <https://twitter.com/VicGovDHHS>

SCC-Vic (State Controller - Health)

State Control Centre | 8 Nicholson Street East Melbourne Victoria 3002
 Ph: 1300 368 722 (1300 EMV SCC) | Fax: 1300 13 4488 | DX: 210098
 Email: sccvic.sctrl.health@scc.vic.gov.au | Web: <https://cop.em.vic.gov.au>

From: Finn Romanes (DHHS) <[REDACTED]>
Sent: Saturday, 11 April 2020 7:47 AM
To: SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
Cc: Pam Williams (DHHS) <[REDACTED]>; Meena Naidu (DHHS) <[REDACTED]>; Melissa Skilbeck (DHHS) <[REDACTED]>; Jacinda de Witts (DHHS) <[REDACTED]>; Annaliese Van Diemen (DHHS) <[REDACTED]>
Subject: Operation Soteria

Attention - Deputy State Controller Health

Dear [REDACTED]

Look forward to some more good work today in relation to planning for the mandatory quarantine programme.

The overall operational plan draft sent through yesterday needs a lot more work and isn't sufficiently detailed at this stage to be able to be endorsed in principle by Public Health Command / Chief Health Officer.

We will work to agree sections that need more detail, especially around healthcare and welfare of people in mandatory detention.

Grateful if you can indicate who you feel the lead is for healthcare aspects - is that the Deputy State Health Coordinator?

Finn

Dr Finn Romanes
 Public Health Physician
 Department of Health and Human Services

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Fw: Operation Soteria

From: "SCC-Vic (State Controller Health)" <sccvic.sctrl.health@scc.vic.gov.au>
To: "Jason Helps (DHHS)" <[REDACTED]>
Date: Sun, 12 Apr 2020 11:03:33 +1000

SCC-Vic (State Controller - Health)

State Control Centre | 8 Nicholson Street East Melbourne Victoria 3002
 Ph: 1300 368 722 (1300 EMV SCC) | Fax: 1300 13 4488 | DX: 210098
 Email: sccvic.sctrl.health@scc.vic.gov.au | Web: <https://cop.em.vic.gov.au>

From: SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
Sent: Saturday, 11 April 2020 8:46 AM
To: [REDACTED] <[REDACTED]>; Finn Romanes (DHHS) <[REDACTED]>; [REDACTED] (DHHS) <[REDACTED]>
Subject: Re: Operation Soteria

Good Morning Finn,

It is agreed that more work is needed, it would be helpful if you could provide comments into the document where you have a view on deficiencies or provide a resource to work with the DHHS Commander on this today.

Unfortunately we are all time poor and have competing priorities and need to consult to ensure all agencies are comfortable with the plan, working together today on this would ensure both PHC and SCT are sufficiently comfortable with the final product.

I look forward to either your specific comments or a resource to progress this.

Regards

Jason Helps

Deputy Director Emergency Operations and Capability | Emergency Management Branch
 Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

[REDACTED]
www.dhhs.vic.gov.au | www.emergency.vic.gov.au | <https://twitter.com/VicGovDHHS>

SCC-Vic (State Controller - Health)

State Control Centre | 8 Nicholson Street East Melbourne Victoria 3002
 Ph: 1300 368 722 (1300 EMV SCC) | Fax: 1300 13 4488 | DX: 210098
 Email: sccvic.sctrl.health@scc.vic.gov.au | Web: <https://cop.em.vic.gov.au>

From: Finn Romanes (DHHS) <[REDACTED]>
Sent: Saturday, 11 April 2020 7:47 AM
To: SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
Cc: Pam Williams (DHHS) <[REDACTED]>; Meena Naidu (DHHS) <[REDACTED]>; Melissa Skilbeck (DHHS) <[REDACTED]>; Jacinda de Witts (DHHS) <[REDACTED]>; Annaliese Van Diemen (DHHS) <[REDACTED]>
Subject: Operation Soteria

Attention - Deputy State Controller Health

Dear [REDACTED],

Look forward to some more good work today in relation to planning for the mandatory quarantine programme.

The overall operational plan draft sent through yesterday needs a lot more work and isn't sufficiently detailed at this stage to be able to be endorsed in principle by Public Health Command / Chief Health Officer.

We will work to agree sections that need more detail, especially around healthcare and welfare of people in mandatory detention.

Grateful if you can indicate who you feel the lead is for healthcare aspects - is that the Deputy State Health Coordinator?

Finn

Dr Finn Romanes
 Public Health Physician
 Department of Health and Human Services

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RE: COVID positive passengers - Cohorting in one hotel

From: "Braedan Hogan (DHHS)" <REDACTED>
To: "Finn Romanes (DHHS)" <REDACTED>
Cc: "Chris Eagle (DELWP)" <REDACTED>, "SCC-Vic (State Controller Health)" <sccvic.sctrl.health@scc.vic.gov.au>, <REDACTED> (DHHS)" <REDACTED>, "REDACTED" (DHHS)" <REDACTED>, "Pam Williams (DHHS)" <REDACTED>, "Merrin Bamert (DHHS)" <REDACTED>
Date: Tue, 07 Apr 2020 14:09:18 +1000

Thanks – we will start working it up.

Are there any key considerations about the model of care we need to stand up? Or preferences – do we link in with a single hospital to support etc?

Regards,
 Braedan

Braedan Hogan | DHHS Agency Commander

Deputy Director, Strategy and Policy
 Emergency Management Branch | Regulation, Health Protection and Emergency Management
 Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

REDACTED
www.dhhs.vic.gov.au

From: Finn Romanes (DHHS) <REDACTED>
Sent: Tuesday, 7 April 2020 1:28 PM
To: Braedan Hogan (DHHS) <REDACTED>
Cc: Chris Eagle (DELWP) <REDACTED>; 'sccvic.sctrl.health@scc.vic.gov.au' <sccvic.sctrl.health@scc.vic.gov.au>; <REDACTED> (DHHS) <REDACTED> (DHHS) <REDACTED>; Pam Williams (DHHS) <REDACTED>; Merrin Bamert (DHHS) <REDACTED>
Subject: RE: COVID positive passengers - Cohorting in one hotel

Endorsed.

Trying to cohort COVID-19 positive people at one single hotel has many advantages from a public health risk management perspective and is – as long as logistics can be handled – the favoured public health model.

This approach reduces the low (but material) risk that as a result of detaining well individuals in a hotel, we then create a risk that they acquire COVID-19 from the environment of the hotel, akin to what occurred on Diamond Princess.

It has been our assessment to date that the strict quarantine to rooms has reduced the in-hospital transmission risk to negligible. But it does start to increase the greater the number of people who are in the hotel who are positive, eventually to a point where it is material.

Thus, cohorting positive cases is a good strategy. Great work!

Finn

Dr Finn Romanes
 Public Health Commander
 Novel Coronavirus Public Health Emergency

REDACTED

Department of Health and Human Services

State Government of Victoria

From: Braedan Hogan (DHHS) <REDACTED>
Sent: Tuesday, 7 April 2020 1:00 PM
To: Finn Romanes (DHHS) <REDACTED>
Cc: Chris Eagle (DELWP) <REDACTED>; 'sccvic.sctrl.health@scc.vic.gov.au' <sccvic.sctrl.health@scc.vic.gov.au>; REDACTED (DHHS) <REDACTED>; REDACTED (DHHS) <REDACTED>; Pam Williams (DHHS) <REDACTED>; Merrin Bamert (DHHS) <REDACTED>
Subject: COVID positive passengers - Cohorting in one hotel

Hi Finn,

Keen for your thoughts and endorsement of the following course of action.

We have just been made aware that SYD is no longer taking flights so MEL and BNE will be receiving additional passengers.

Currently we are utilising a whole floor or hotels for 'red floors' taking out hotel capacity from the overall system.

We are proposing to stand up the Novotel, which is under contract, to house COVID positive passengers to release capacity in the system, stand up a suitable model of care in one location to support these positive cases and negate issues with exiting as we discussed earlier.

Noting that the Novotel isn't suitable to accept large passenger arrivals due to lobby size etc.

We will work through the logistics but seeking your endorsement and your advice on standing up this arrangement.

Braedan

Braedan Hogan | DHHS Agency Commander

Deputy Director, Strategy and Policy
Emergency Management Branch | Regulation, Health Protection and Emergency Management
Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

REDACTED
www.dhhs.vic.gov.au

RE: Discussion re concierge interaction with DHHS role

From: "Braedan Hogan (DHHS)" <REDACTED>
To: "REDACTED (DJPR)" <REDACTED>
Cc: REDACTED <REDACTED>, "REDACTED (DHHS)" <REDACTED>, "StateEmergencyManagementCentre SEMC (DHHS)" <semc@health.vic.gov.au>
Date: Sat, 28 Mar 2020 20:35:25 +1100
Attachments: Concierge Script.docx (19.71 kB); Questionnaire.docx (33.6 kB)

Hi REDA – see attached the scripting we want included to the reception talk – along with the form (attached) that will need to be collected.

Braedan

Braedan Hogan
 Deputy Director, Strategy and Policy
 Emergency Management Branch
 Regulation, Health Protection & Emergency Management Division
 Department of Health and Human Services
 50 Lonsdale Street Melbourne Victoria 3000
 REDACTED

From: Felicia Cousins (DEDJTR) <REDACTED>
Sent: Saturday, 28 March 2020 8:04 PM
To: Braedan Hogan (DHHS) <REDACTED>
Cc: REDACTED
Subject: RE: Discussion re concierge interaction with DHHS role

Hi Braedan

REDACTED and the team from RE are supporting us setting up the concierge service

Given how nuts everyone has been today would you be Ok with discussing this tomorrow morning? Feel free to send anything through though

Thanks

REDACTED

Executive Director | Transformation and Performance | Rural and Regional Victoria
Department of Jobs, Precincts and Regions
 33 Breed St Traralgon 3844
 REDACTED

djpr.vic.gov.au



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We acknowledge the traditional Aboriginal owners of country throughout Victoria, their ongoing connection to this land and we pay our respects to their culture and their Elders past, present and future.

From: REDACTED (DEDJTR)

Sent: Saturday, 28 March 2020 7:59 PM

To: REDACTED (DEDJTR) <REDACTED>; Braedan Hogan (DHHS)
<REDACTED>

Cc: REDACTED >

Subject: RE: Discussion re concierge interaction with DHHS role

Yep sure can

REDACTED

Executive Director | Transformation and Performance | Rural and Regional Victoria

Department of Jobs, Precincts and Regions

33 Breed St Traralgon 3844

REDACTED

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From: Rob Holland (DEDJTR) <REDACTED>

Sent: Saturday, 28 March 2020 7:56 PM

To: REDACTED (DEDJTR) <REDACTED>; Braedan Hogan (DHHS)
<REDACTED>

Subject: Discussion re concierge interaction with DHHS role

Hi RE – can you and Braedan have a discussion re interface with DHHS and the concierge service?

Braedan is developing a medical/pharma/care needs form and needs to work through how this works in practice.

Braedan Hogan

Deputy Director, Strategy and Policy

Emergency Management Branch

Regulation, Health Protection & Emergency Management Division

Department of Health and Human Services

50 Lonsdale Street Melbourne Victoria 3000

REDACTED

REDACTED

Director, Office of the Secretary

DJPR State Agency Commander

Department of Jobs, Precincts and Regions


Level 36, 121 Exhibition Street, Melbourne, Victoria Australia 3000

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Concierge Script

Insert to hotel script

I believe you were provided with a questionnaire form when you got on the bus.

We are collecting these forms and will pass them onto the Department of Health representative that is here today so that you are able to make your way up to your room.

Can I please confirm if you have any immediate needs that they need to be aware of as I will make note of this.

Forms to be sorted into two piles - immediate needs identified

- no immediate needs identified

CONFIDENTIAL

Please help us by filling in this questionnaire if you require any medical or other assistance. The information you give will be used to provide you will help us support you during your quarantine

Name

Contact Number

Room Number

Introduction:

- Have you been living overseas or have you been away on holiday?

Safety:

- Do you or anyone in your group (including children) have any immediate health or safety concerns?
- Are you or anyone you are travelling with subject to a court order in Australia?
- Do you have access to an Australian bank account and your own money?

Care:

- Is there anyone in Australia that you are responsible for caring for? Who are they?
- Do you have children? Are they travelling with you?
- Do you have animals that need to be cared for?
- Is there anyone that you can ask to provide this care for the next two weeks?

CONFIDENTIAL

period.

CONFIDENTIAL**Health and wellbeing:**

- Are you feeling well at the moment?
- How are any children/others you are travelling with coping at the moment?
- Do you have any immediate concerns for any children travelling with you?
- Do you or anyone you are travelling with have any medical conditions that require **immediate** support?
- Do you or anyone you are travelling with have enough medication for the next couple of days?
- Do you have any additional support needs?
- What are your or anyone you are travelling immediate access/mobility support requirements?
- Do you have family or friends who you can remain in touch with over the phone?

Culture:

- Do you, or others in your group including children have any religious or cultural needs that need to be considered?

Other:

- Do you have any other immediate concerns about going into isolation?

RE: HERE ARE THE QUESTIONS AS DISCUSSED

From: "Braedan Hogan (DHHS)" <[REDACTED]>
To: "Marina Henley (DHHS)" <[REDACTED]>, "Clare Looker (DHHS)" <[REDACTED]>, "Rebecca Prior (DHHS)" <[REDACTED]>, "Jason Helps (DHHS)" <[REDACTED]>
Cc: "Chris Hotham (DHHS)" <[REDACTED]>, "[REDACTED] (DHHS)" <[REDACTED]>
Date: Fri, 27 Mar 2020 18:35:48 +1100

See amended answers below.

We will respond to the medical/health issues later – we are working through how this will work.

I think we need to link in Comms/PIO to develop supporting materials.

Also we are thinking we can utilise Red Cross to do phone outreach so could include details of this.

Braedan

[Braedan Hogan](#)

[Deputy Director, Strategy and Policy](#)

Emergency Management Branch

Regulation, Health Protection & Emergency Management Division

Department of Health and Human Services

50 Lonsdale Street Melbourne Victoria 3000

[REDACTED]

From: Marina Henley (DHHS) <[REDACTED]>
Sent: Friday, 27 March 2020 6:21 PM
To: Clare Looker (DHHS) <[REDACTED]>; Rebecca Prior (DHHS) <[REDACTED]>; Jason Helps (DHHS) <[REDACTED]>; Braedan Hogan (DHHS) <[REDACTED]>
Cc: Chris Hotham (DHHS) <[REDACTED]>; [REDACTED] (DHHS) <[REDACTED]>
Subject: RE: HERE ARE THE QUESTIONS AS DISCUSSED

Thanks all.

[Marina Henley](#)

[Director, Precincts](#)

[REDACTED]

[Infrastructure Division](#)

Department of Health and Human Services | L23, 50 Lonsdale Street, Melbourne VIC 3000

From: Clare Looker (DHHS) <[REDACTED]>
Sent: Friday, 27 March 2020 6:06 PM
To: Marina Henley (DHHS) <[REDACTED]>; Rebecca Prior (DHHS) <[REDACTED]>; Jason Helps (DHHS) <[REDACTED]>; Braedan Hogan (DHHS) <[REDACTED]>
Cc: Chris Hotham (DHHS) <[REDACTED]> (DHHS) <[REDACTED]>
Subject: RE: HERE ARE THE QUESTIONS AS DISCUSSED

Thanks Marina,

I have included Jason Helps and Braedan Hogan in this email who are leading this activity from DHHS.

Jason/Braedan please see Marina's email below.

Cheers

Clare

[Dr Clare Looker](#)

[Deputy Public Health Commander COVID-19 \(Operations\)](#)

Senior Medical Advisor

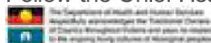
Health Protection Branch | Regulation, Health Protection and Emergency Management Division

Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

[REDACTED]

w. www.dhhs.vic.gov.au

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From: Marina Henley (DHHS) <REDACTED>
Sent: Friday, 27 March 2020 5:58 PM
To: Rebecca Prior (DHHS) <REDACTED>; Clare Looker (DHHS) <REDACTED>
Cc: Chris Hotham (DHHS) <REDACTED>, <REDACTED> (DHHS) <REDACTED>
Subject: FW: HERE ARE THE QUESTIONS AS DISCUSSED

Hi Rebecca and Clare,
 DJPR have asked us for assistance with the questions below from Crown – we will also refer them to the advice for hotels issued by the Commonwealth – can you have a check of these draft responses for any mistakes?

Donna needs to respond to Crown asap.
 She is also helping us to place 20 YJ employees tonight. All go!

Thanks

Marina

Marina Henley
Director, Precincts

REDACTED

Infrastructure Division

Department of Health and Human Services | L23, 50 Lonsdale Street, Melbourne VIC 3000

From: <REDACTED> (DEDJTR) <REDACTED>
Sent: Friday, 27 March 2020 5:29 PM
To: Marina Henley (DHHS) <REDACTED>
Cc: Unni Menon (DEDJTR) <REDACTED>
Subject: FW: HERE ARE THE QUESTIONS AS DISCUSSED

Marina

As discussed, can you assist with some of the answers below from Crown?

I've put what I think the answer is in red but I need to get back to them.

Also, can DHHS provide a clean document tomorrow of 'Rules of Engagement' for hotels for people quarantining? I.e. Is there certain things they need to know.

From: <REDACTED>
Sent: Friday, 27 March 2020 3:09 PM
To: <REDACTED> (DEDJTR) <REDACTED>
Subject: Fwd: HERE ARE THE QUESTIONS AS DISCUSSED

REDACTED

General Manager - Tourism

Crown Resorts

REDACTED

Begin forwarded message:

From: <REDACTED>
Date: 27 March 2020 at 15:03:21 AEDT
To: <REDACTED>
 <REDACTED>
Cc: <REDACTED>
Subject: HERE ARE THE QUESTIONS AS DISCUSSED

How many rooms are you after – 200 rooms tonight (27/3) & 500 rooms tomorrow (28/3) for one month.

Do you want the entire hotel (Metropol and Promenade) – yes. If more rooms are available the govt will consider purchasing extra.

What level of staff involvement will be required to service the customers – service to customers should be via phone only with little engagement if any engagement face to face. Concierge facilities and assisting with medical supplies (ie. Scripts etc. from pharmacy is required) – if available, DHHS is also planning support to

facilitate access to scripts through medical support – but if hotel can facilitate filling and delivery. Please have a process in place for social distancing for check-in. Customers can wait on the bus/transport provided if the hotel feels this is a better solution for check-in.

Will they be locked in their rooms. Can they leave the room at any stage over the 14 days, **we have no ability to lock people in rooms.** Customers are not allowed to leave their room at any stage. Security can be provided to Crown, but you have indicated you wish to use your own security.

How will we service the rooms for housekeeping (basis necessities/linen/cleaning). **Yes, to necessities/linen/cleaning + cleaning kit per room**

How will we get food to these guests – as per below

What if a patron leaves the room – security arrangements will be in place. **REDAC**, we don't know the answer to this under today's announcement. Previously we said that they should contact police as police are the enforcement mechanism in Victoria. Private security will be in place with escalation arrangements in place to VicPol.

What medical staff will be on standby – **TBC**

Who does a guest call if they have a medical issue – **TBC**

Do we empty the mini bars – **no mini bar or luxury items.** Please provide water, tea/coffee facilities

How do we cater for guests with specific food requirements – **please ask guests at check-in**

We cannot logistically provide room service to two full hotels of patrons 3 times per day however we can drop off a pre packaged meal 3 times per day – **this is excellent and if Crown can provide variety.**

Who pays for the food – **it will covered in room cost per night.** To be agreed as discussed

Will the car park be required - **NO**

If the Police/Defence force are overseeing, will they require rooms. – **DHHS any thoughts?** Agree – ask Claire **I think I'll get Claire Febey's team in DJPR to answer this.** Private security may require rooms?

REDACTED

Chief Executive Officer – Australian Resorts



REDACTED

[W crownresorts.com.au](http://www.crownresorts.com.au)

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RE: OFFICIAL: Contacts tomorrow

From: "REDACTED (DJPR)" <REDACTED>
To: "Braedan Hogan (DHHS)" <REDACTED>, "Michael Mefflin (DHHS)" <REDACTED>
Date: Sat, 28 Mar 2020 23:13:03 +1100

Done

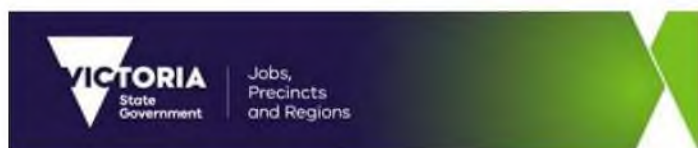
Thanks

REDACTED

Executive Director | Transformation and Performance | Rural and Regional Victoria
Department of Jobs, Precincts and Regions
 33 Breed St Traralgon 3844

REDACTED

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From: Braedan Hogan (DHHS) <REDACTED>
Sent: Saturday, 28 March 2020 10:48 PM
To: Michael Mefflin (DHHS) <REDACTED>
Cc: REDACTED
Subject: FW: OFFICIAL: Contacts tomorrow
Importance: High

OFFICIAL

Hi – can you please provide this to the team in the hotel for escalation if required for additional supports.

REDA – can you on send this to your team at the hotel also please.

Braedan

Braedan Hogan
 Deputy Director, Strategy and Policy
 Emergency Management Branch
 Regulation, Health Protection & Emergency Management Division
 Department of Health and Human Services
 50 Lonsdale Street Melbourne Victoria 3000

REDACTED

OFFICIAL

From: Diane White (DHHS) <REDACTED>
Sent: Saturday, 28 March 2020 10:45 PM
To: Braedan Hogan (DHHS) <REDACTED>
Cc: REDACTED (DHHS) <REDACTED>; COVID 19 Accommodation (DHHS)

<covid19.accommodation@dhhs.vic.gov.au>; Janine Toomey (DHHS)

<[REDACTED]>

Subject: OFFICIAL: Contacts tomorrow

Importance: High

OFFICIAL

For you to contact tomorrow with any questions relating to social, wellbeing and safety concerns, you or your staff can contact the following people during the rostered hours. Please do not provide these numbers directly to travellers.

If you have any questions that can come by email, our COVID 19 Accommodation email is best covid19.accommodation@dhhs.vic.gov.au

For any urgent queries regarding overall process, contact me ([REDACTED]), [REDACTED] ([REDACTED]) or Janine.

Morning (7am – 3pm; 3pm – 3.30pm debrief call)	Evening (3pm – 10pm; debrief Monday 8.30am – 9am if required)
[REDACTED]	[REDACTED]
Anita Morris - [REDACTED]	[REDACTED] - TBD
[REDACTED]	[REDACTED]
Linda Gerdtz - [REDACTED]	[REDACTED]
[REDACTED] (from 10.30am) - [REDACTED] RE:	[REDACTED]

Diane White

**Acting Executive Director
Policy and Design Branch**

[REDACTED]

Executive Assistant: [REDACTED]

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RE: Resource request

From: "REDACTED (DHHS)" <REDACTED>
To: "Braedan Hogan (DHHS)" <REDACTED>, "sccvic.coag" <sccvic.coag@scc.vic.gov.au>
Cc: "REDACTED (DHHS)" <REDACTED>, REDACTED (DHHS) <REDACTED>
Date: Sat, 28 Mar 2020 14:28:13 +1100

Hi Braedan & CAOG

Confirming indicative PPE needs

Gown
 Gloves
 Mask (P2 preferable)
 Googles / safety glasses

I am thinking of the following modelling in the first instance and this can be wound down if required.

Expected 1062 passengers, if 10% require nurse connection in first 24 hours requirement will be for minimum 100 sets.

Could we supply based on these numbers for a week and then reassess.

Please let me know if you have any questions

Thx

REDACTED
 D

Manager Business & Services Continuity
 Emergency Management Branch
 Department of Health & Human Services
 50 Lonsdale Street, Melbourne

REDACTED | w. www.dhhs.vic.gov.au

From: Braedan Hogan (DHHS) <REDACTED>
Sent: Saturday, 28 March 2020 1:10 PM
To: REDACTED (DHHS) <REDACTED>; REDACTED (DHHS) <REDACTED>
Cc: REDACTED (DHHS) <REDACTED>
Subject: Re: Resource request

If I can get a PPE request to cover what they require we can source it.

Braedan Hogan
 Deputy Director, Strategy and Policy
 Emergency Management
 Department of Health and Human Services

REDACTED

From: REDACTED (DHHS) <REDACTED>
Sent: Saturday, March 28, 2020 12:13:19 PM
To: REDACTED (DHHS) <REDACTED>
Cc: REDACTED (DHHS) <REDACTED>; Braedan Hogan (DHHS) <REDACTED>
Subject: RE: Resource request

Hi REDA

Thanks for the email. Colbrow agency is closed on the weekend, so I have contacted YNA agency who we also have a relationship with. They have said they have some RN nurses with triage experience interested, and they have questions related exactly to the below, particularly around providing PPE equipment. Please let me know when you have any clarity on those questions.

Kind regards

REDACTED

Acting Rostering and Logistics, Covid-19 Response

REDACTED

Performance and Governance | Corporate Services

Department of Health and Human Services | 50 Lonsdale Street, Melbourne VIC 3000



We Care | We Connect | We Innovate

From: REDACTED (DHHS) <REDACTED>

Sent: Saturday, 28 March 2020 12:01 PM

To: REDACTED (DHHS) <REDACTED>

Cc: REDACTED (DHHS) <REDACTED>; Braedan Hogan (DHHS) <REDACTED>

Subject: Resource request

Hi REDA

As discussed can you please commence resourcing registered nurses with triage capability to undertake below:

Task – provide health support to Australians returning from international destinations and required to quarantine as per CHO directive.

A Field Emergency Medical Officer will be available to support.

Location: Crown Casino complex

Hours 24 hour cover

Commencing 1000 29 March

End date – 26 April

I will continue to gain further information such as point of contact, uniform requirements, availability of PPE, parking and information sheets

Let me know if you have any other questions that I need to chase up as well

Cheers

RE

(Deputy Health & Human Services Commander)

REDACTED

Manager Business & Services Continuity
Emergency Management Branch
Department of Health & Human Services
50 Lonsdale Street, Melbourne

REDACTED

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RE: Food allergies - direction from D/CHO

From: "Braedan Hogan (DHHS)" <[REDACTED]>
To: "Claire Febey (DEDJTR)" <[REDACTED]>, "Rachaele May (DEDJTR)" <[REDACTED]>
Cc: "StateEmergencyManagementCentre SEMC (DHHS)" <semc@health.vic.gov.au>, "Angie Bone (DHHS)" <[REDACTED]>, "Andrea Spiteri (DHHS)" <[REDACTED]>
Date: Thu, 09 Apr 2020 20:54:57 +1000

Thanks Claire – we are just calling the high risk passengers now and will provide details to you once we have spoken to them.

Further calls will be made tomorrow by the welfare team.

Braedan

Braedan Hogan | DHHS Agency Commander

Deputy Director, Strategy and Policy
 Emergency Management Branch | Regulation, Health Protection and Emergency Management
 Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

[REDACTED]
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From: Claire Febey (DEDJTR) <[REDACTED]>
Sent: Thursday, 9 April 2020 8:22 PM
To: Braedan Hogan (DHHS) <[REDACTED]>; Rachaele May (DEDJTR) <[REDACTED]>
Cc: StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; Angie Bone (DHHS) <[REDACTED]>; Andrea Spiteri (DHHS) <[REDACTED]>
Subject: RE: Food allergies - direction from D/CHO

Thank you for this advice Braedan.

I will notify the team of the need for this change, and wait for your advice on which passengers at which hotels will require this support.

Thanks

Claire

From: Braedan Hogan (DHHS) <[REDACTED]>
Sent: Thursday, 9 April 2020 8:14 PM
To: Claire Febey (DJPR) <[REDACTED]>; Rachaele E May (DJPR) <[REDACTED]>
Cc: StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; Angie Bone (DHHS) <[REDACTED]>; Andrea C Spiteri (DHHS) <[REDACTED]>
Subject: Food allergies - direction from D/CHO

Hi Claire and Rachaele,

Given the numerous issues we continue to have with food safety – including another anaphylaxis case at the Park Royal due to nuts in their meal – a change in approach is required.

Our Deputy Chief Health Officer (Environment) has provided a direction that anyone that DHHS deems as high risk to be granted access to food deliveries (Uber Eats, etc) to meet their requirements.

We will have to work to facilitate this rapidly tomorrow and we are still working with the D/CHO as to who we will deem as high risk and will advise.

Regards,

Braedan

Braedan Hogan | DHHS Agency Commander

Deputy Director, Strategy and Policy
Emergency Management Branch | Regulation, Health Protection and Emergency Management
Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

REDACTED

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RE: Model of care development - COVID positive hotel

From: "Braedan Hogan (DHHS)" <[REDACTED]>
To: "[REDACTED] (DHHS)" <[REDACTED]>, "Denise Ferrier (DHHS)" <[REDACTED]>
Cc: "[REDACTED] (DHHS)" <[REDACTED]>, "StateEmergencyManagementCentre SEMC (DHHS)" <semc@health.vic.gov.au>, "covid-19projectmanagementoffice (DHHS)" <covid-19projectmanagementoffice@dhhs.vic.gov.au>, "Laura Andrew (DHHS)" <[REDACTED]>
Date: Wed, 08 Apr 2020 15:39:18 +1000

Thanks' – [REDACTED] and Laura can you please work on this together.

From my perspective we need to ensure adequate level of care for the COVID positive patients
 Resolve who the primary physician over seeing there care is
 Requirements for support in the hotel and systems to support this
 Escalation points and support from which hospital
 Supplies and consumables preferable from a hospital so cuts us out of the supply chain

Cheers,
 Braedan

Braedan Hogan | DHHS Agency Commander

Deputy Director, Strategy and Policy
 Emergency Management Branch | Regulation, Health Protection and Emergency Management
 Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000
 [REDACTED]
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From: [REDACTED] (DHHS) <[REDACTED]>
Sent: Wednesday, 8 April 2020 3:03 PM
To: Braedan Hogan (DHHS) <[REDACTED]>; Denise Ferrier (DHHS) <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; covid-19projectmanagementoffice (DHHS) <covid-19projectmanagementoffice@dhhs.vic.gov.au>; Laura Andrew (DHHS) <[REDACTED]>
Subject: RE: Model of care development - COVID positive hotel

Hi Braeden,

Laura Andrew in the PMO will contact you soon as we have recently done a bit of work in this space, with Merrin Bamert and others from Public Health. They work they did focussed primarily on transport/transfer of those quarantined for planned or unplanned hospital attendances, so can easily be built upon if necessary.

Cheers,

[REDACTED]

COVID-19 Project Management Office Lead
 Health & Wellbeing Division
 Department of Health and Human Services
 50 Lonsdale Street, Melbourne VIC 3001

[REDACTED]

w. www.dhhs.vic.gov.au/coronavirus

From: Braedan Hogan (DHHS) <[REDACTED]>
Sent: Wednesday, 8 April 2020 2:08 PM

To: Denise Ferrier (DHHS) <REDACTED>
Cc: REDACTED (DHHS) <REDACTED>;
StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; covid-
19projectmanagementoffice (DHHS) <covid-19projectmanagementoffice@dhhs.vic.gov.au>; REDACTED
REDACTED (DHHS) <REDACTED>
Subject: Model of care development - COVID positive hotel
Importance: High

Hi Denise – left a message on your phone earlier but sending through an email also.

We have agreed with Public Health Command to stand up a hotel to contain COVID positive cases to streamline the care needed – instead of spreading it out across 14 hotels.

I am keen to develop and implement a model of care for these patients that will adequately support them and also link into a hospital for escalations if required.

Do you have someone that can work with REDACTED (Deputy State Health Coordinator) today on this – as we have people coming into the hotel from today.

Braedan

Braedan Hogan | DHHS Agency Commander

Deputy Director, Strategy and Policy
Emergency Management Branch | Regulation, Health Protection and Emergency Management
Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

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